



# City of Los Angeles

## Open Enrollment Debrief 2024

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April 4, 2024





# Open Enrollment Debrief

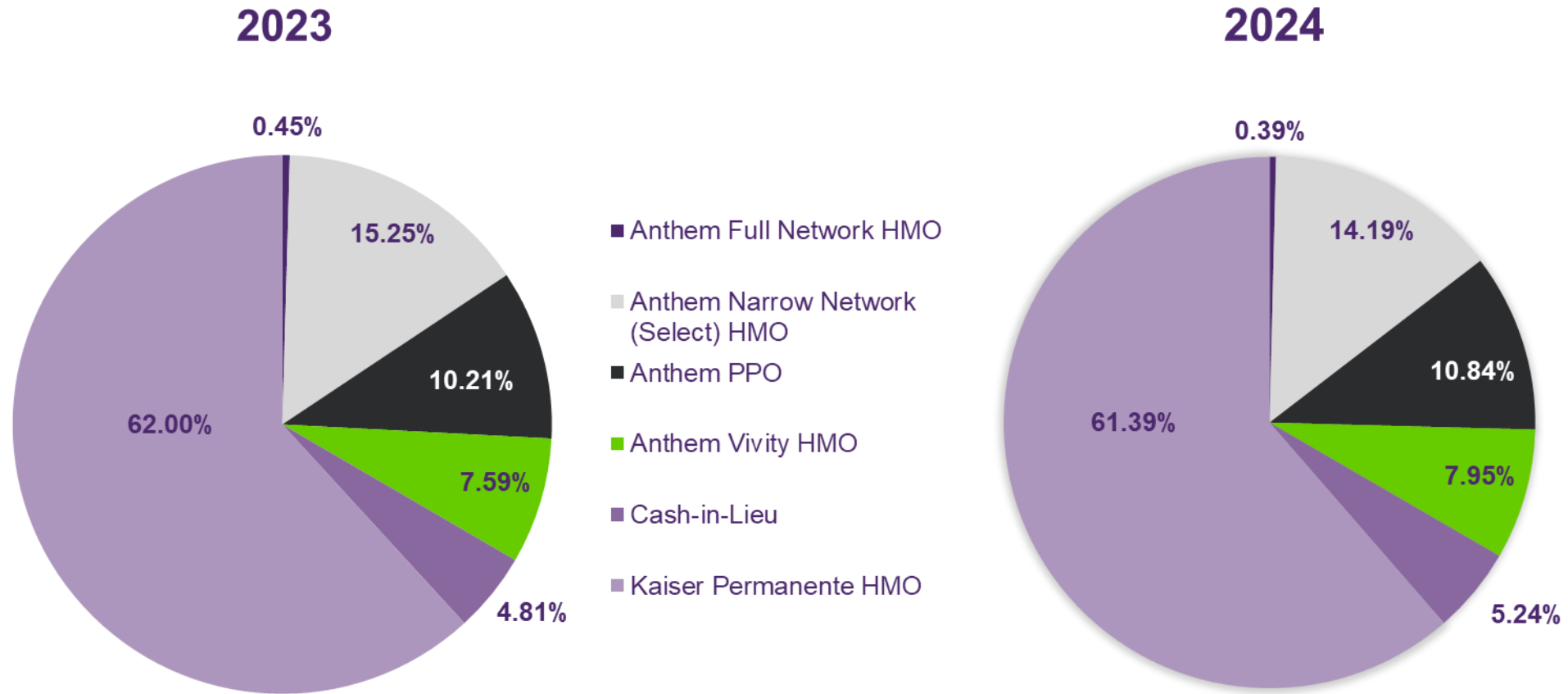
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# 2024 Summary Open Enrollment Activities

- Passive enrollment
- No material changes in
  - Plans design/offerings
  - Enrollment and plan selections by members
- System Updates: 2024 premium rates and regulatory
  - Maintained Healthcare Tax-Advantaged Spending Account IRS maximum amount of \$3,050
  - 2024 Rate updates for medical, dental and vision plans
  - MOUs 27 and 38 joined LAWell rate structure
- New OE Enrollment guides posted to portal
- City of Los Angeles (“City”) organized and managed, with TELUS Health support, four (4) in-person seminars
- Continued partnership with City Benefits Office on transitioning fulfillment to City print department to reduce process and delivery time to members, along with reduced cost to the City.



# 2024 Summary – Medical Enrollment Changes



**Medical enrollment distribution across plans during 2023 and 2024 remain relatively unchanged.**

# Medical Enrollment & Migration Details – All Members

| Health Plan                        | 2023 Members* |                | 2024 Members* |                | Percentage Change | New Enrollees in 2023 |
|------------------------------------|---------------|----------------|---------------|----------------|-------------------|-----------------------|
|                                    | Enrolled      | % of Total     | Enrolled      | % of Total     | 2023 vs. 2024     |                       |
| Anthem Narrow Network (Select) HMO | 3,894         | 15.25%         | 3,752         | 14.19%         | -1.06%            | 163 (6.45%)           |
| Anthem Full Network HMO            | 114           | 0.45%          | 104           | 0.39%          | - 0.06%           | 10 (0.40%)            |
| Anthem Vivity HMO                  | 1,938         | 7.59%          | 2,102         | 7.95%          | 0.36%             | 170 (6.72%)           |
| Anthem PPO                         | 2,607         | 10.21%         | 2,866         | 10.84%         | 0.63%             | 317 (12.54%)          |
| Kaiser Permanente HMO              | 15,799        | 61.89%         | 16,236        | 61.39%         | - 0.50%           | 1,697 (67.13%)        |
| Cash-in-Lieu                       | 1,177         | 4.61%          | 1,387         | 5.24%          | 0.63%             | 171 (6.76%)           |
| <b>Total</b>                       | <b>25,529</b> | <b>100.00%</b> | <b>26,447</b> | <b>100.00%</b> | <b>-</b>          | <b>2,528</b>          |

- City’s medical enrollments for new enrollees (enrolled mid-year) trended towards Anthem PPO and Kaiser Permanente HMO
- 36% percentage of New Enrollees defaulted into the Kaiser Permanente HMO plan (608 enrollees)
- Total counts includes Sworn enrollments

# Medical Enrollment & Migration Details – MOUs . . .

| <b>American Federation of State, County, &amp; Municipal Employees (AFSCME) - MOUs 03,06,07,10,11,16,37</b> |                     |                   |                     |                   |                          |
|---|---------------------|-------------------|---------------------|-------------------|--------------------------|
| <u>Health Plan</u>  | <b>2023 Members</b> |                   | <b>2024 Members</b> |                   | <b>Percentage Change</b> |
|   | <u>Enrolled</u>     | <u>% of Total</u> | <u>Enrolled</u>     | <u>% of Total</u> | <u>2023 vs. 2024</u>     |
| Anthem Narrow Network (Select) HMO  | 904                 | 15.05%            | 846                 | 14.04%            | -1.01%                   |
| Anthem Full Network HMO   | 17                  | 0.28%             | 16                  | 0.27%             | -0.01%                   |
| Anthem Vivity HMO   | 446                 | 7.42%             | 446                 | 7.40%             | -0.02%                   |
| Anthem PPO  | 426                 | 7.09%             | 466                 | 7.73%             | 0.64%                    |
| Kaiser Permanente HMO   | 3,900               | 64.91%            | 3,887               | 64.51%            | -0.40%                   |
| Cash-in-Lieu  | 315                 | 5.24%             | 361                 | 5.99%             | 0.75%                    |
| <b>Total</b>  | <b>6,008</b>        | <b>100.00%</b>    | <b>6,025</b>        | <b>100.00%</b>    | <b>-</b>                 |

| <b>Engineers and Architects Association (EAA) - MOUs 01,19,20,21</b> |                     |                   |                     |                   |                          |
|--|---------------------|-------------------|---------------------|-------------------|--------------------------|
| <u>Health Plan</u>   | <b>2023 Members</b> |                   | <b>2024 Members</b> |                   | <b>Percentage Change</b> |
|  | <u>Enrolled</u>     | <u>% of Total</u> | <u>Enrolled</u>     | <u>% of Total</u> | <u>2023 vs. 2024</u>     |
| Anthem Narrow Network (Select) HMO                                   | 807                 | 15.95%            | 829                 | 15.17%            | -0.78%                   |
| Anthem Full Network HMO  | 27                  | 0.53%             | 25                  | 0.46%             | -0.07%                   |
| Anthem Vivity HMO  | 462                 | 9.13%             | 534                 | 9.77%             | 0.64%                    |
| Anthem PPO   | 670                 | 13.24%            | 742                 | 13.58%            | 0.34%                    |
| Kaiser Permanente HMO  | 2,716               | 53.67%            | 2,956               | 54.11%            | 0.44%                    |
| Cash-in-Lieu   | 379                 | 7.49%             | 371                 | 6.79%             | -0.70%                   |
| <b>Total</b>   | <b>5,061</b>        | <b>100.00%</b>    | <b>5,457</b>        | <b>100.00%</b>    | <b>-</b>                 |

# Medical Enrollment & Migration Details – MOUs . . .

| LA County Building & Construction Trade Council - MOUs 02,13 |              |                |              |                |                   |
|--|--------------|----------------|--------------|----------------|-------------------|
| Health Plan  | 2023 Members |                | 2024 Members |                | Percentage Change |
|  | Enrolled     | % of Total     | Enrolled     | % of Total     | 2023 vs. 2024     |
| Anthem Narrow Network (Select) HMO                           | 206          | 20.16%         | 204          | 19.17%         | -0.99%            |
| Anthem Full Network HMO                                      | 6            | 0.58%          | 5            | 0.47%          | -0.11%            |
| Anthem Vivity HMO  | 66           | 6.46%          | 71           | 6.67%          | 0.21%             |
| Anthem PPO   | 74           | 7.24%          | 79           | 7.42%          | 0.18%             |
| Kaiser Permanente HMO  | 639          | 62.52%         | 675          | 63.44%         | 0.92%             |
| Cash-in-Lieu   | 31           | 3.03%          | 30           | 2.82%          | -0.21%            |
| <b>Total</b>   | <b>1,022</b> | <b>100.00%</b> | <b>1,064</b> | <b>100.00%</b> | <b>-</b>          |

| Laborer's International Unions of North America (LIUNA) - MOU 12 |              |                |              |                |                   |
|--|--------------|----------------|--------------|----------------|-------------------|
| Health Plan  | 2023 Members |                | 2024 Members |                | Percentage Change |
|  | Enrolled     | % of Total     | Enrolled     | % of Total     | 2023 vs. 2024     |
| Anthem Narrow Network (Select) HMO                               | 166          | 22.07%         | 155          | 19.75%         | -2.31%            |
| Anthem Full Network HMO  | 3            | 0.40%          | 1            | 0.13%          | -0.27%            |
| Anthem Vivity HMO  | 48           | 6.38%          | 54           | 6.88%          | 0.50%             |
| Anthem PPO   | 42           | 5.59%          | 46           | 5.86%          | 0.27%             |
| Kaiser Permanente HMO  | 478          | 63.56%         | 509          | 64.84%         | 1.28%             |
| Cash-in-Lieu   | 15           | 1.99%          | 20           | 2.55%          | 0.56%             |
| <b>Total</b>   | <b>752</b>   | <b>100.00%</b> | <b>785</b>   | <b>100.00%</b> | <b>-</b>          |

# Medical Enrollment & Migration Details – MOUs . . .

## Service Employees International Union (SEIU) - MOUs 04,08,14,15,17,18

| <u>Health Plan</u>                 | 2023 Members    |                   | 2024 Members    |                   | Percentage Change    |
|------------------------------------|-----------------|-------------------|-----------------|-------------------|----------------------|
|                                    | <u>Enrolled</u> | <u>% of Total</u> | <u>Enrolled</u> | <u>% of Total</u> | <u>2023 vs. 2024</u> |
| Anthem Narrow Network (Select) HMO | 1,215           | 14.08%            | 1,126           | 12.91%            | -1.17%               |
| Anthem Full Network HMO            | 25              | 0.29%             | 23              | 0.26%             | -0.03%               |
| Anthem Vivity HMO                  | 504             | 5.84%             | 546             | 6.26%             | 0.42%                |
| Anthem PPO                         | 665             | 7.70%             | 702             | 8.05%             | 0.35%                |
| Kaiser Permanente HMO              | 5,958           | 69.03%            | 6,014           | 68.97%            | -0.06%               |
| Cash-in-Lieu                       | 264             | 3.06%             | 268             | 3.07%             | 0.01%                |
| <b>Total</b>                       | <b>8,631</b>    | <b>100.00%</b>    | <b>8,679</b>    | <b>100.00%</b>    | <b>-</b>             |

## All other MOUs 00,05,09,26,27,28,29,30,31,32,34,36,38,39,40,61,63,64,65

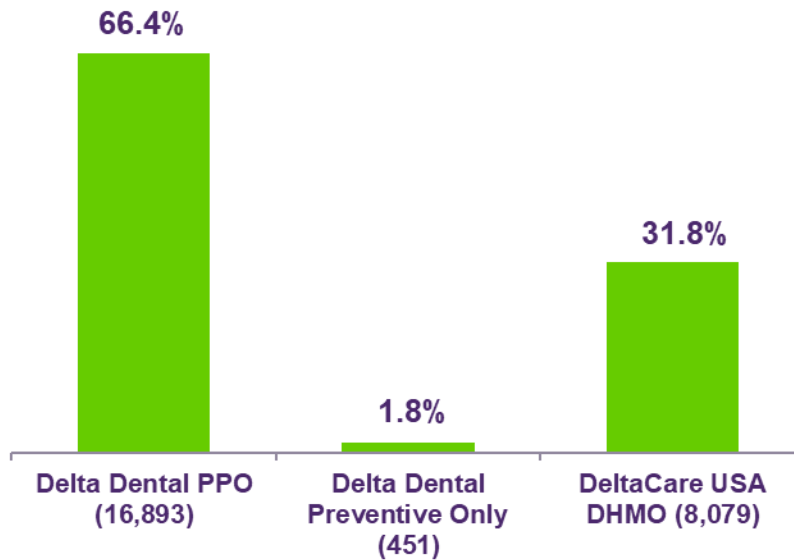
| <u>Health Plan</u>                 | 2023 Members    |                   | 2024 Members    |                   | Percentage Change    |
|------------------------------------|-----------------|-------------------|-----------------|-------------------|----------------------|
|                                    | <u>Enrolled</u> | <u>% of Total</u> | <u>Enrolled</u> | <u>% of Total</u> | <u>2023 vs. 2024</u> |
| Anthem Narrow Network (Select) HMO | 596             | 14.70%            | 586             | 13.76%            | -0.94%               |
| Anthem Full Network HMO            | 36              | 0.89%             | 34              | 0.80%             | -0.09%               |
| Anthem Vivity HMO                  | 412             | 10.16%            | 444             | 10.42%            | 0.26%                |
| Anthem PPO                         | 730             | 18.00%            | 816             | 19.15%            | 1.15%                |
| Kaiser Permanente HMO              | 2,108           | 51.99%            | 2,178           | 51.13%            | -0.86%               |
| Cash-in-Lieu                       | 173             | 4.27%             | 202             | 4.74%             | 0.47%                |
| <b>Total</b>                       | <b>4,055</b>    | <b>100.00%</b>    | <b>4,260</b>    | <b>100.00%</b>    | <b>-</b>             |



# Dental Plan Enrollment Breakdown

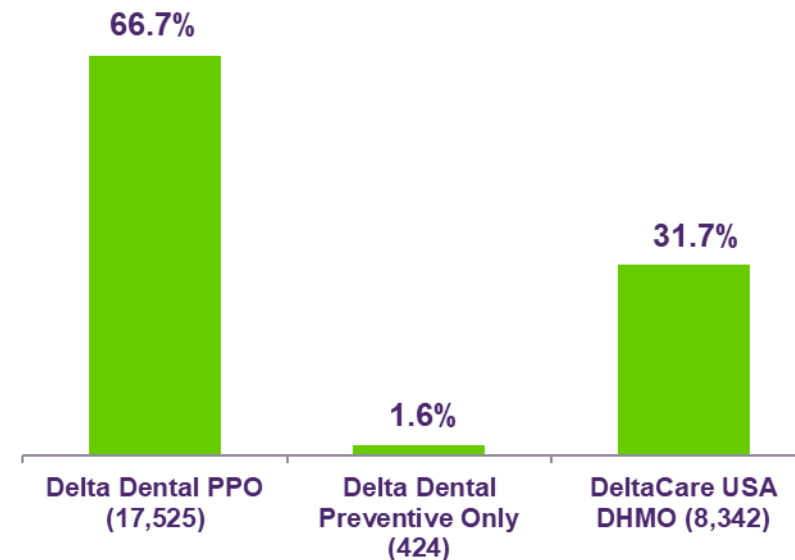
**Total: 25,423**

2023 Dental Plan Breakdown



**Total: 26,291**

2024 Dental Plan Breakdown

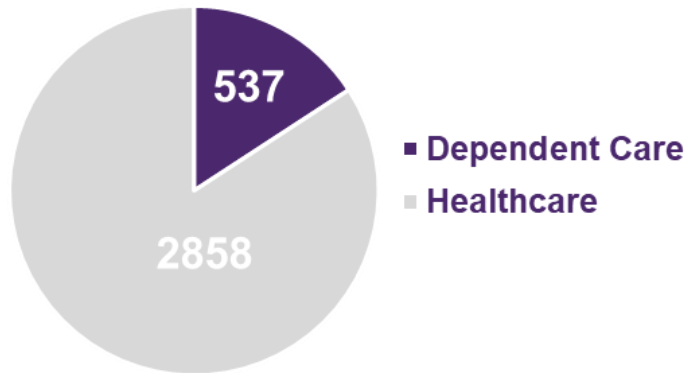


- City's year-over-year migration between plans continues to be minimal.
- 56.5% of City employees with less than one year of service enrolled in the DHMO plan for 2024.

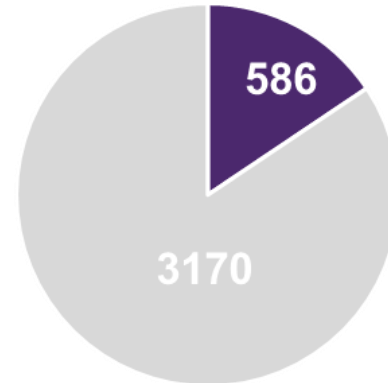
*Graphs do not account for employees in Direct Bill Partial/Full Termination status.*

# Tax-Advantaged Spending Accounts Breakdown

## 2023 Spending Accounts



## 2024 Spending Accounts

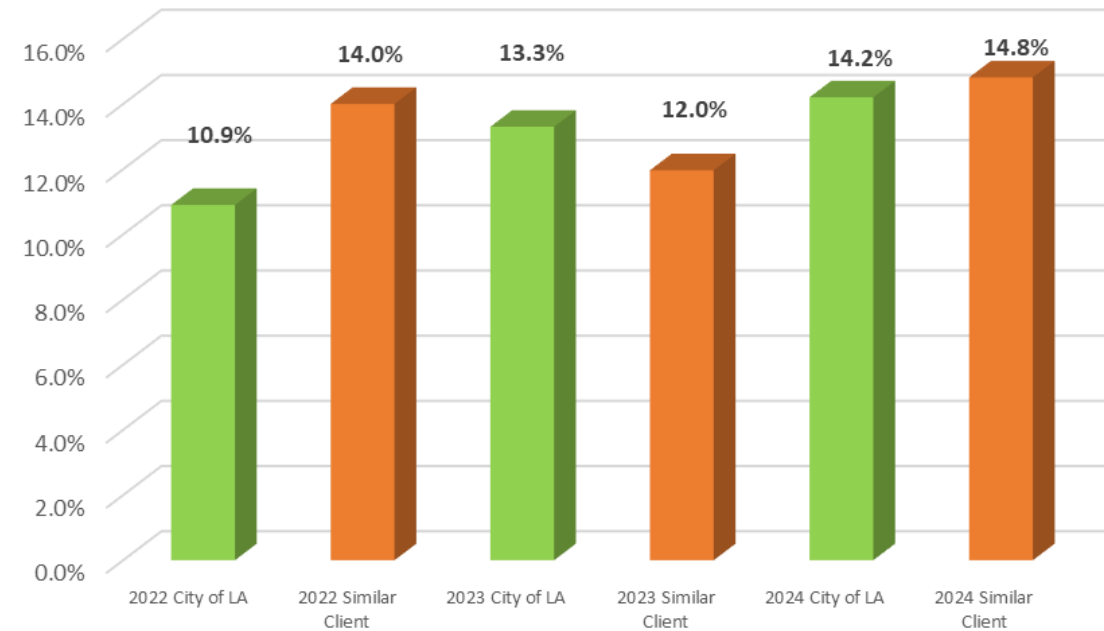


City's Tax-Advantaged Spending Accounts participation increased 361 members from 2023 to 2024, with distribution between accounts remaining relatively consistent.

### Average Contribution

- Healthcare – \$1,840
- Dependent Care – \$4,011
- New Hire Enrollments
  - Healthcare – 5.6% of all enrollees
  - Dependent Care – 4.3% of all enrollees

## Tax-Advantaged Spending Accounts Enrollment % City of LA vs Comparative Client

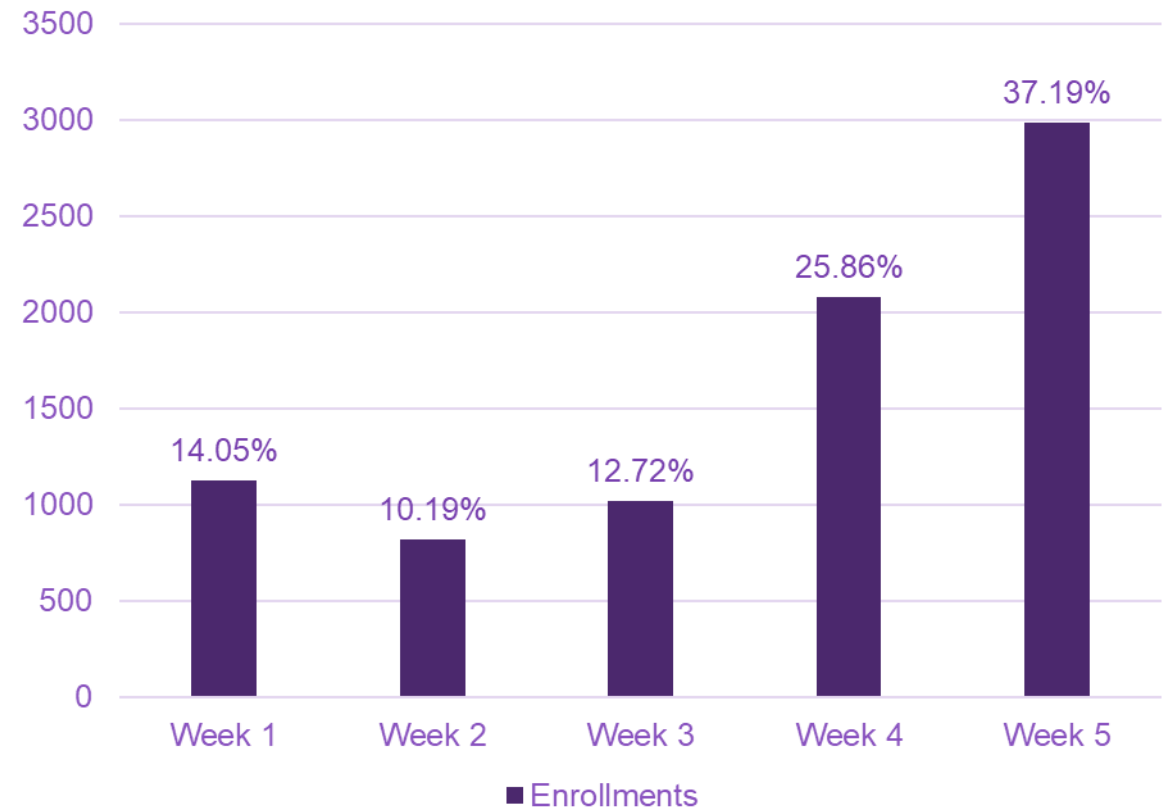


City's percentage of eligible members in Tax-Advantaged Spending Accounts is increasing and is trending closer to similar TELUS Health public sector client.

# Key Enrollment Observations

- 8,029 total unique enrollments (1,392 call center & 6,637 online)
- 63% of enrolments completed in the last 2 weeks, a 2% increase from 2022, but is consistent with prior years enrollment patterns
- Peak enrollment day was 10/31/23 with 13.9% of all total enrollments
- Email reminders drove increased activity on 3 days (10/1, 10/23, 10/30)
- Communications yielded leveling of enrollments over 30-day period.
  - 5% increase in week 4 enrollments vs 2022
  - 3% decrease in Week 5 enrollments vs 2022
- Correction period emails sent:
  - 11/7 and 11/15

## 2023 Enrollments by Week



# Enrollment Period Benchmarking

| Client Type         | Enrollment Period (Days) | Correction Period (Days) | Population Size | Actives/Retirees |
|---------------------|--------------------------|--------------------------|-----------------|------------------|
| City of Los Angeles | 30                       | 17                       | 26,447          | Actives          |
| Public Sector 1     | 30                       | None                     | 170,000         | Actives          |
| Public Sector 2     | 15                       | 7                        | 32,000          | Actives          |
| Public Sector 3     | 30                       | None                     | 120,000         | Retirees         |
| Public Sector 4     | 30                       | 14                       | 25,000          | Actives          |
| Corporate 1         | 7                        | None                     | 42,000          | Actives          |
| Corporate 2         | 14                       | Silent Period            | 13,000          | Actives          |
| Corporate 3         | 21                       | Silent Period            | 18,000          | Actives          |
| Corporate 4         | 14                       | None                     | 40,000          | Retirees         |

- City's Enrollment Period aligns with TELUS Health's other Public Sector clients
- City's Correction Period is the longest among TELUS Health's sample clients
- City's employee centric policies and historical administrative practices differentiate City
- Comparative clients have less customized communications (PEW's and confirmation statements)

# Service Center Performance – Online Activity

## Online Metrics



- 2024 online enrollment activity increased in year four of enrollment system
  - Members familiarity with enrollment system
  - City’s investments in communications, in person seminars, system enhancements.
- 83% of the City’s 2023 active enrollments were executed online, a 2% increase from 2022 (81%)
  - The City’s percentage of online enrollments has improved and aligns with comparable clients (78% to 83%) in 2023
  - 481 members made updates during correction period
- 32% increase in unique users logging into the enrollment system
- Website and System Performance Guarantee Target was exceeded
  - Website availability over 99%

# Service Center Performance – Call Center Activity

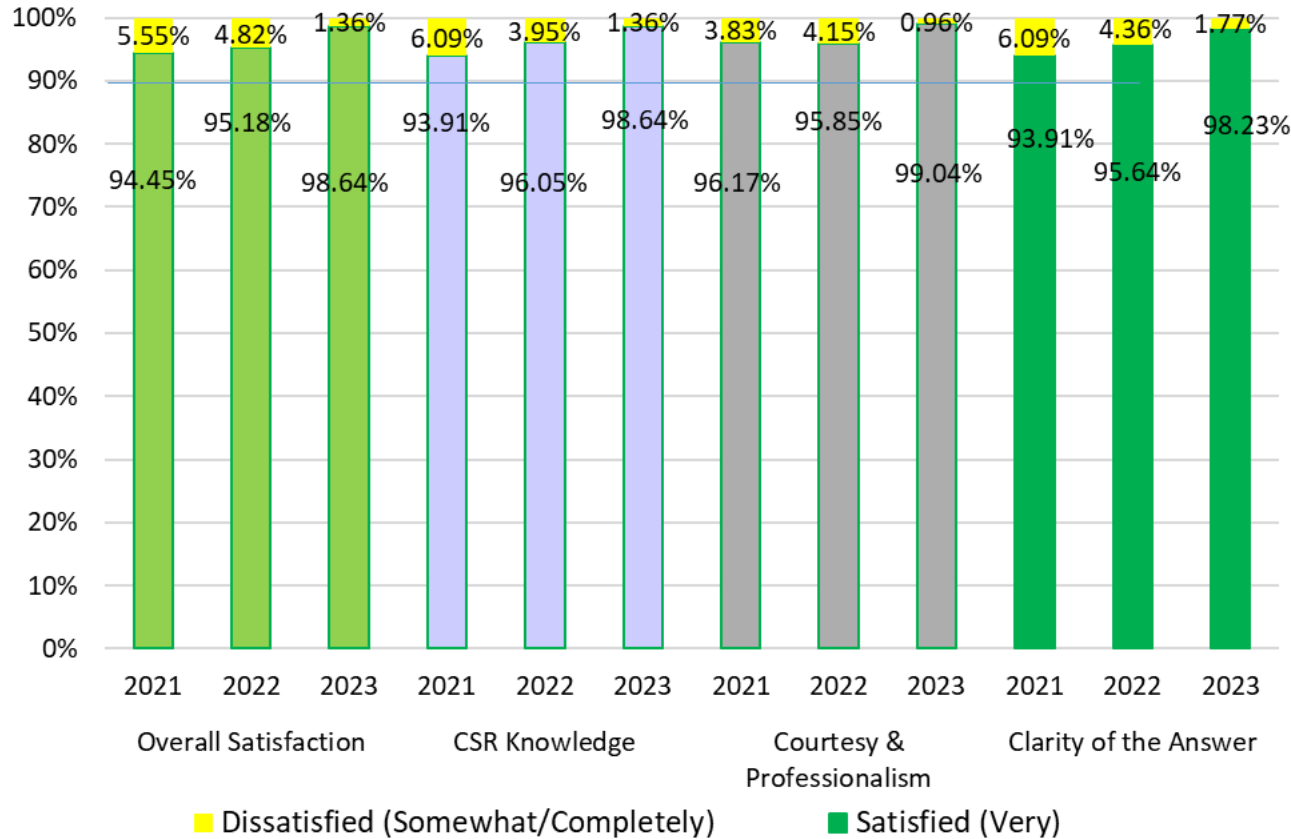
| Statistic                         | October 2021                  | October/November 2022           | October 2023                                  | Performance Guarantee |
|-----------------------------------|-------------------------------|---------------------------------|---|-----------------------|
| Total Calls*                      | 5,073                         | 5,855                           | 4,836   | N/A                   |
| Average Speed to Answer (minutes) | .29<br>(92.83% w/in 1 minute) | 01:04<br>(89.59% w/in 1 minute) | <b>01:01</b><br><b>(84.96% w/in 1 minute)</b> | 90% w/in 1 minute     |
| Average Talk Time (minutes)       | 13.57                         | 11:46                           | <b>12:10</b>                                  | N/A                   |
| Calls Abandoned %                 | 1.26%                         | 2.68%                           | <b>2.25%</b>                                  | <5%                   |
| English Calls                     | 4,836                         | 5,571                           | <b>4,624</b>                                  | N/A                   |
| Spanish Calls                     | 237                           | 284                             | <b>212</b>                                    | N/A                   |

\* All calls to service center

- Missed Average Speed to Answer – driven by call patterns and peak volume days
  - Open Enrollment Average Speed to Answer was 8 seconds, 92.91% within 1 minute
- Average speed to Answer increased year over year
  - Call volume patterns
  - Staffing changes during enrollment
- Overall aggregate call volumes decreased year over year, 2023 call volumes peaked during the last week of the City’s enrollment period, this is typical during open enrollment
- 11 additional cross trained staff (shared) added during 2024 open enrollment
- Future planning activities for 2025
  - Increase training & staffing for higher attrition levels
  - Kick off learning and training earlier
  - Planning for Workday changes and anticipation of impact during enrollment and correction period
  - Continued quality assurance and performance testing investment

# Service Center Performance – Call Center Survey

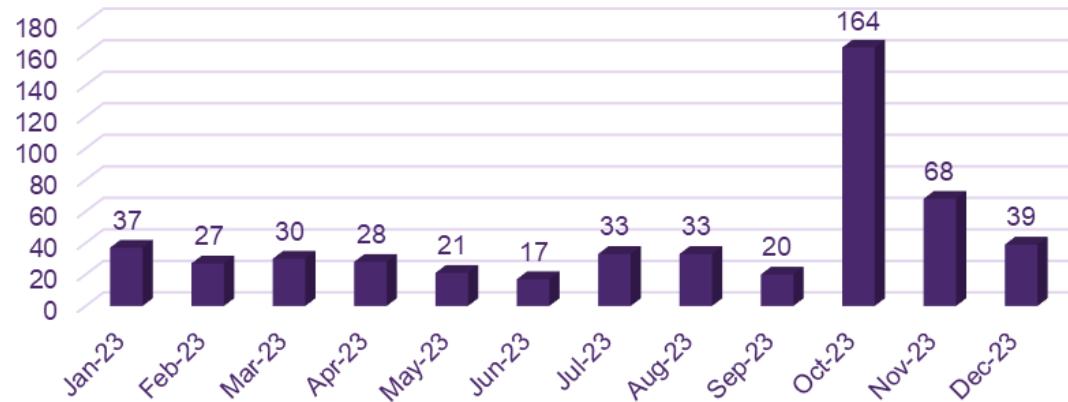
Member Satisfaction Call Center  
Open Enrollment 2021 vs 2022 vs 2023  
90% Performance Target



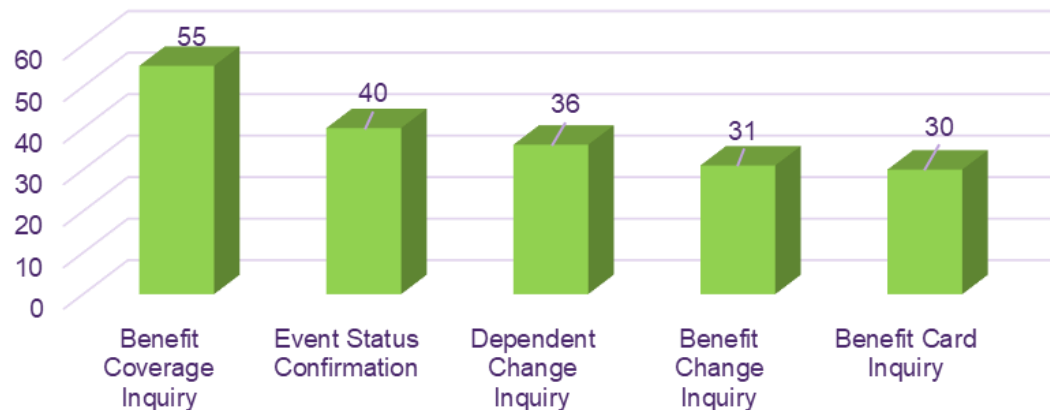
- Performance Target = 90% (Met goal)
- Approximately 26% (1,246) of the callers took a survey
  - Passive enrollment
  - Higher survey percentage than comparative clients
- >98.64% Satisfaction (Very satisfied or Satisfied) in all 4 keys measurement categories during Open Enrollment – improvement of 3.5% over prior year
- Overall satisfaction of members survey aligns with TELUS Health client base >90%
  - Comparison client was at 95%
- Decrease in percentage of members responding as dissatisfied – of dissatisfied callers, main topics continue to be around (Technology/Call Quality, Plan/policy rules)
- 2024 actions
  - Continue callback process ongoing
  - Expand AVA tools/Q&A

# Service Center Performance – Automated Virtual Assistant (AVA)

AVA Unique users by Month



AVA Top 5 Inquiries by Type



- AVA is a virtual (web tool) chat bot that allows users to type or ask benefit questions
- AVA activity in 2023
  - 1,732 total interactions
  - Open enrollment volumes represent 31.9% of activity in 2023
  - 517 unique users
- 2024 – push to expand knowledge of AVA tool and ability to answer broader question and/or link to other websites
  - Potential for future integration into HRIS system of the City if desired;
    - SSO (Single Sign-On) Links
    - Payroll questions/WorkDay questions
    - General information
    - Links to websites (Carrier)



# Future Initiatives

## 2024 Open Enrollment & Contract Extension

- Workday (WD) Project – alignment of needs to deliver services
  - Risk mitigation planning
  - Access to care/Eligibility
  - Payroll
- Kick off Open Enrollment planning – May 2024
- Automated Virtual Assistant (AVA) – expanded *Question and Answer* to support City and Workday project (May 2024)
- Direct Billing – process streamlining (September 2024)
- Adjustments to self service tools (2024)
  - Single Sign-On (SSO) links in Website and AVA to carriers (Anthem, Kaiser Permanente, Delta Dental)

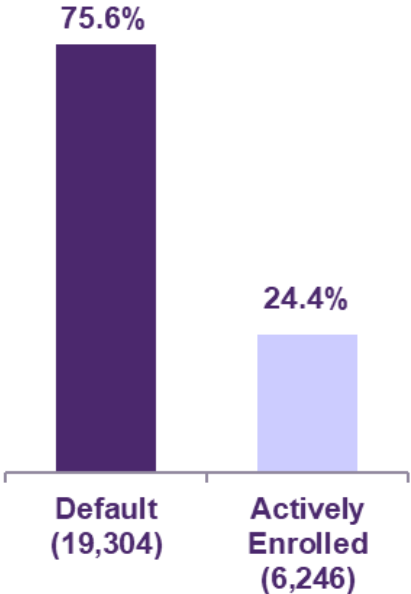


# Open Enrollment Results & Election Analysis

# Active vs. Default

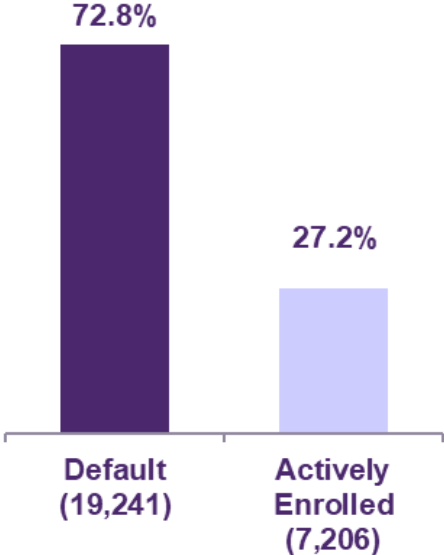
**Total: 25,550**

2023 Active vs Default



**Total: 26,447**

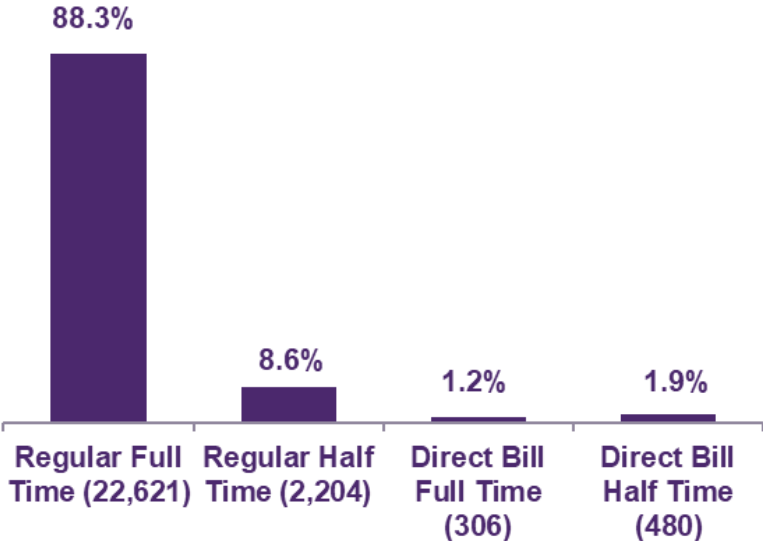
2024 Active vs Default



# Employee Status Breakdown

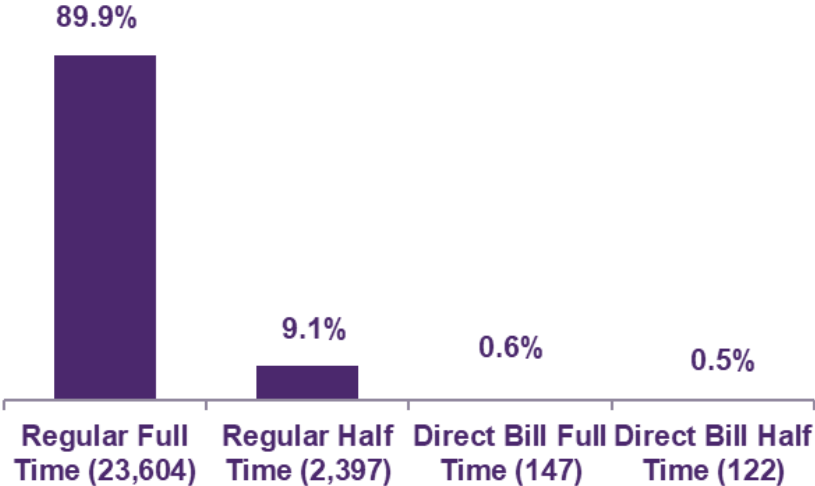
**Total: 25,614**

2023 Employee Status Breakdown



**Total: 26,270**

2024 Employee Status Breakdown

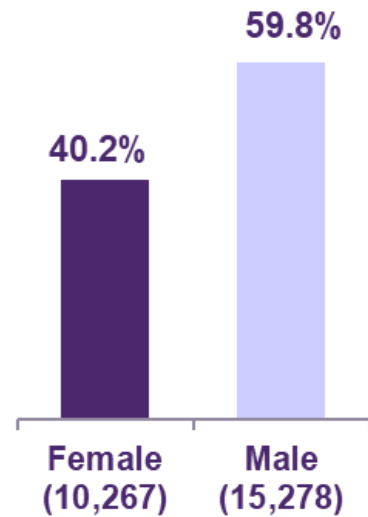


*Graphs do not account for employees in Direct Bill Partial/Full Termination status.*

# Gender Breakdown

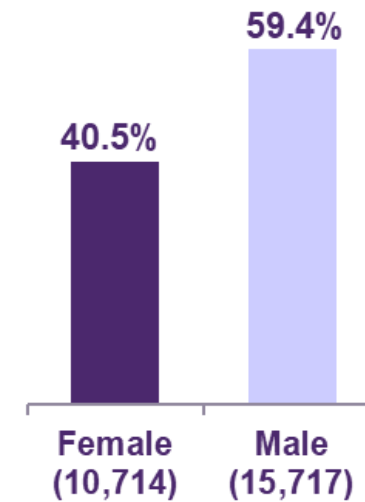
**Total: 25,550**

**2023 Gender Breakdown**



**Total: 26,447**

**2024 Gender Breakdown**

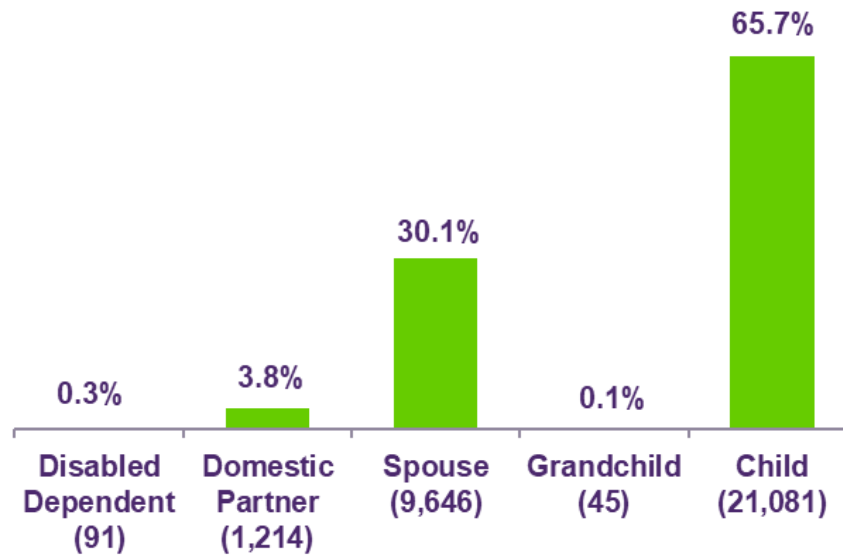


*Graphs do not account for employees in Direct Bill Partial/Full Termination status.*

# Dependent Status Breakdown

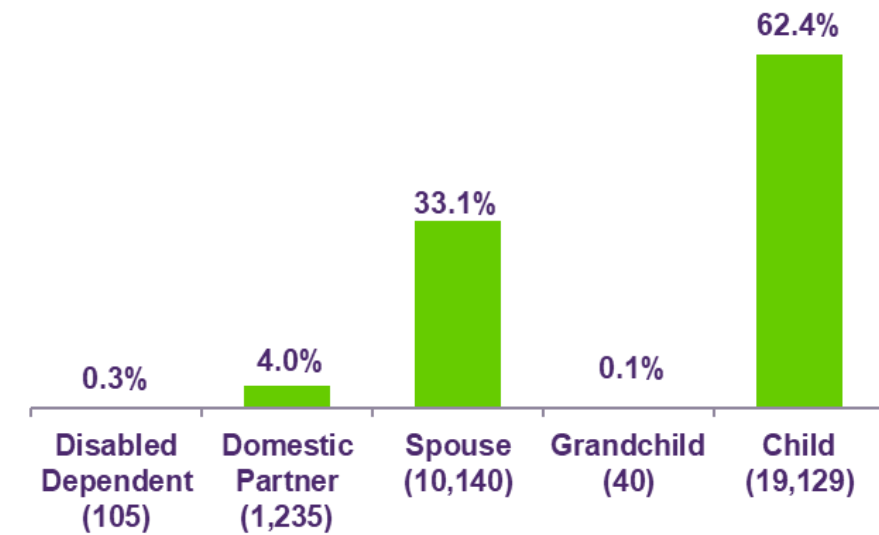
**Total: 32,077**

2023 Dependent Type



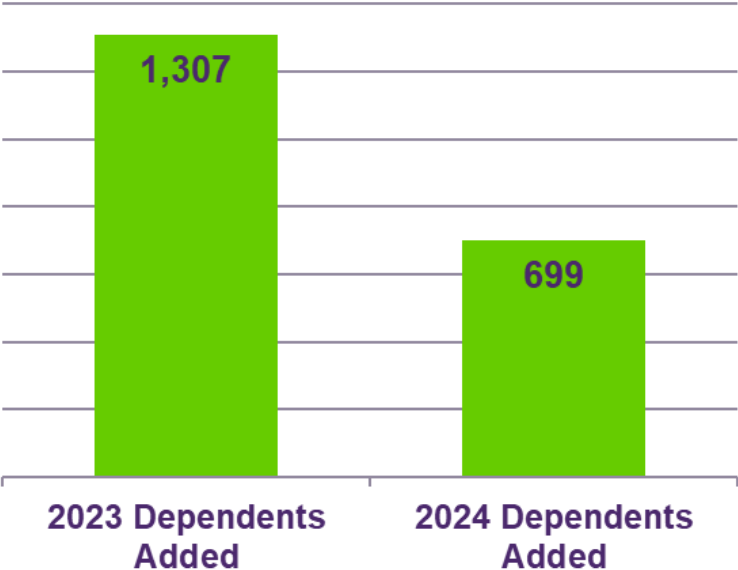
**Total: 30,647**

2024 Dependent Type



# Dependent Enrollment

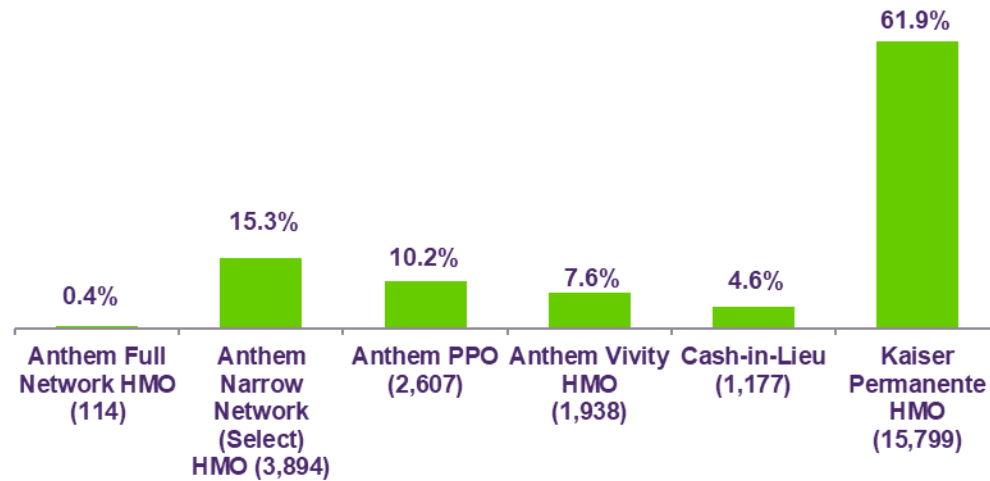
### Dependent Enrollment Breakdown



# Medical Plan Breakdown

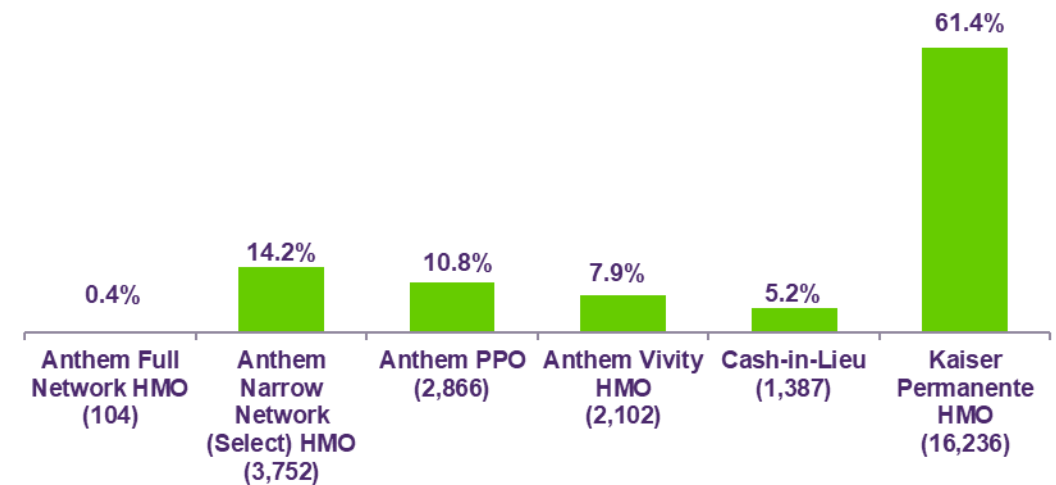
**Total: 25,529**

2023 Medical Plan Breakdown



**Total: 26,447**

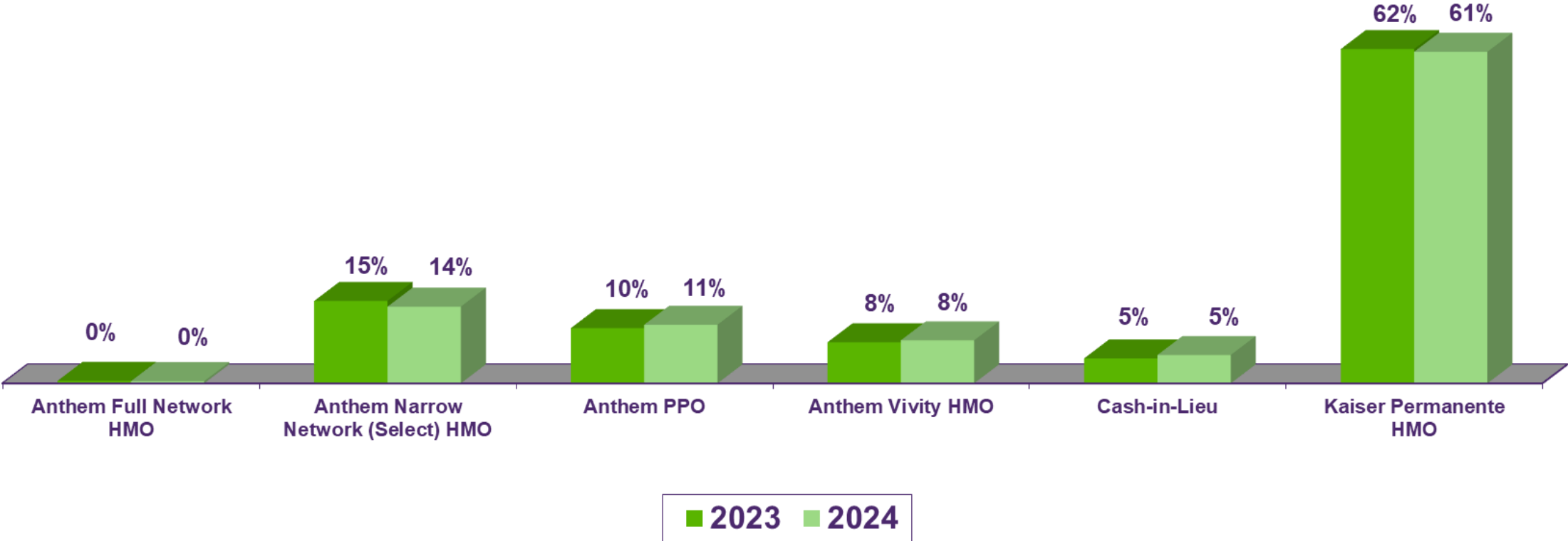
2024 Medical Plan Breakdown



*Graphs do not account for employees in Direct Bill Partial/Full Termination status.*



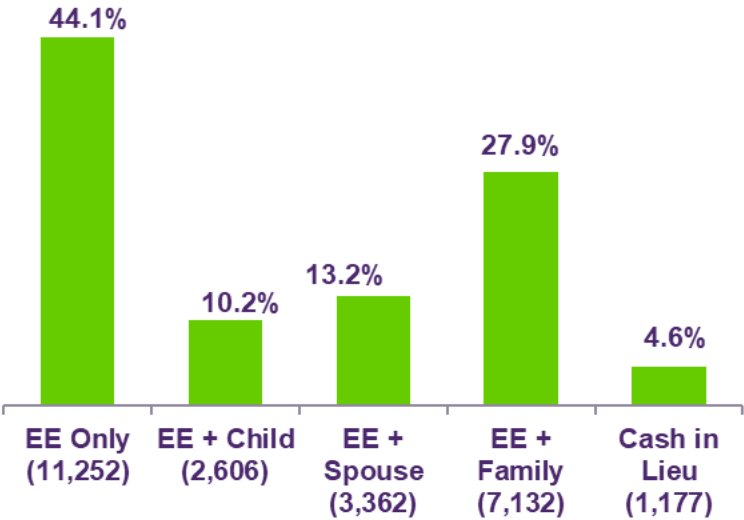
# Trending Medical Plan Enrollment



# Medical Plan By Tier

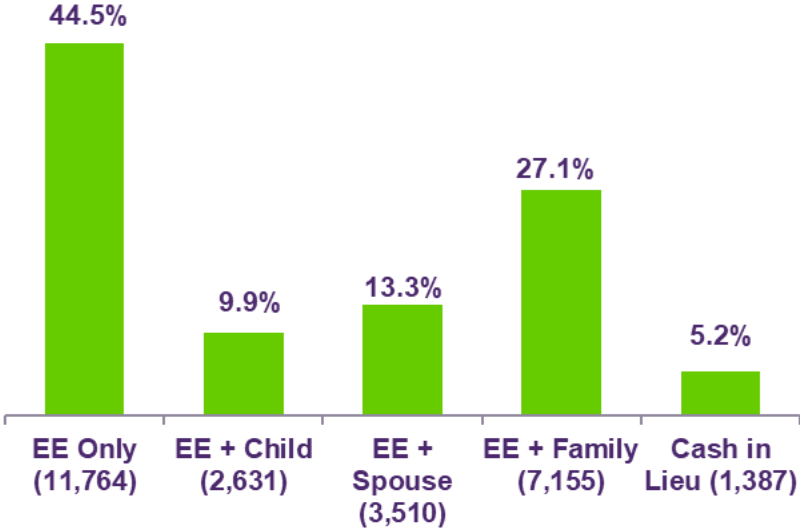
**Total: 25,529**

2023 Medical Plan By Tier



**Total: 26,447**

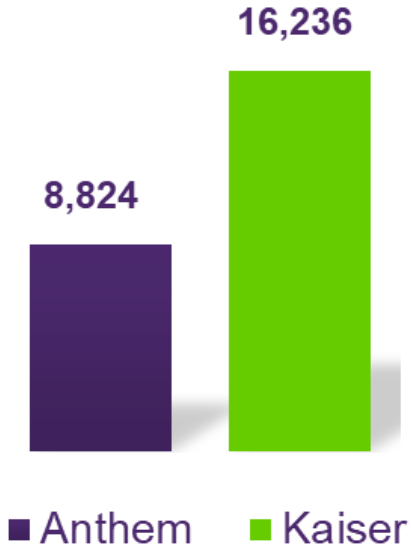
2024 Medical Plan By Tier



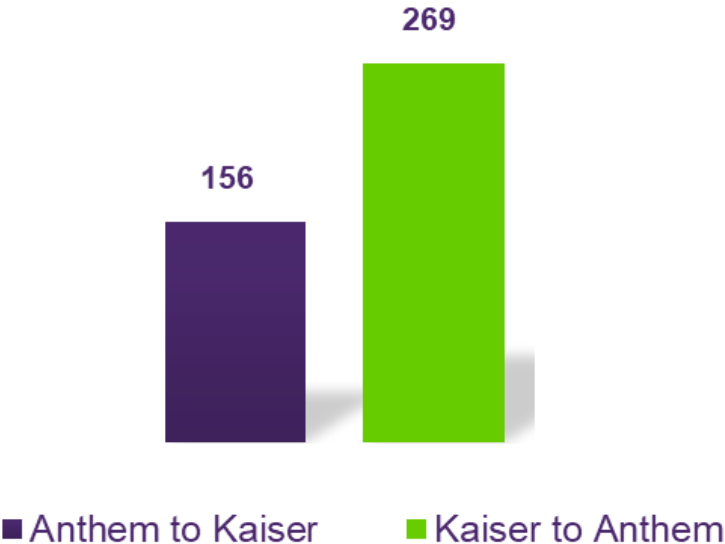
*Graphs do not account for employees in Direct Bill Partial/Full Termination status.*

# Migration – Anthem & Kaiser

## 2024 Anthem & Kaiser Enrollment



## Migration - Anthem & Kaiser



# Medical Enrollment By MOU

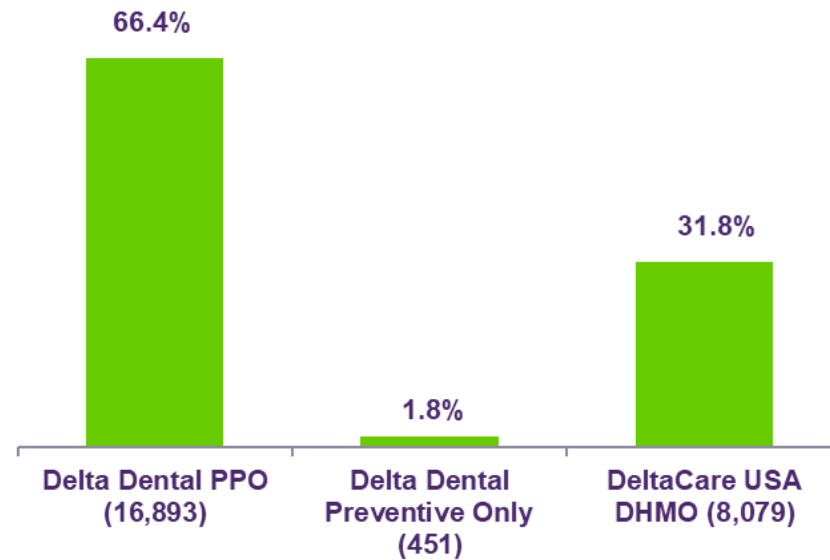
| MOU                | Bargaining Unit Title                              | Anthem Full Network HMO | Anthem Narrow Network (Select) HMO | Anthem PPO  | Anthem Vivity HMO | Cash-in-Lieu | Kaiser Permanente HMO | Grand Total  |
|--------------------|--|-------------------------|------------------------------------|-------------|-------------------|--------------|-----------------------|--------------|
| 00                 | Non-represented                                    | 5                       | 67                                 | 193         | 88                | 62           | 473                   | 888          |
| 01                 | Administrative                                     | 15                      | 356                                | 349         | 236               | 177          | 1334                  | 2467         |
| 02                 | Building Trades                                    | 5                       | 168                                | 68          | 58                | 27           | 597                   | 923          |
| 03                 | Clerical   | 13                      | 620                                | 317         | 317               | 263          | 2768                  | 4298         |
| 04                 | Equip. Operation & Labor                           | 9                       | 440                                | 133         | 127               | 90           | 2647                  | 3446         |
| 05                 | Inspectors   | 9                       | 142                                | 113         | 86                | 31           | 491                   | 872          |
| 06                 | Librarians   |                         | 33                                 | 63          | 27                | 12           | 150                   | 285          |
| 07                 | Recreation Assistants                              |                         | 90                                 | 4           | 33                | 57           | 596                   | 780          |
| 08                 | Professional Engineering & Scientific              | 3                       | 216                                | 300         | 171               | 70           | 798                   | 1558         |
| 09                 | Plant Equip. Operators & Repair                    | 1                       | 48                                 | 25          | 27                | 13           | 216                   | 330          |
| 10                 | Professional Medical                               |                         | 7                                  | 25          | 6                 | 7            | 35                    | 80           |
| 11                 | Recreational                                       | 1                       | 60                                 | 32          | 40                | 9            | 218                   | 360          |
| 12                 | Supervisory Blue Collar                            | 1                       | 155                                | 46          | 54                | 20           | 509                   | 785          |
| 13                 | Supervisory Building Trades                        |                         | 36                                 | 11          | 13                | 3            | 78                    | 141          |
| 14                 | Service & Craft                                    | 3                       | 136                                | 60          | 61                | 21           | 539                   | 820          |
| 15                 | Service Employees                                  | 2                       | 57                                 | 18          | 14                | 13           | 683                   | 787          |
| 16                 | Supervisory Librarians                             | 1                       | 9                                  | 16          | 19                | 3            | 57                    | 105          |
| 17                 | Supervisory Prof. Engineering & Scientific         | 4                       | 96                                 | 83          | 86                | 29           | 220                   | 518          |
| 18                 | Safety/Security                                    | 2                       | 181                                | 108         | 87                | 45           | 1127                  | 1550         |
| 19                 | Supervisory Technical                              | 1                       | 58                                 | 56          | 46                | 18           | 174                   | 353          |
| 20                 | Supervisory Administrative                         | 4                       | 264                                | 183         | 146               | 122          | 787                   | 1506         |
| 21                 | Technical  | 5                       | 151                                | 154         | 106               | 54           | 661                   | 1131         |
| 26                 | Port Pilots  | 1                       | 3                                  | 3           | 1                 |              | 5                     | 13           |
| 27                 | L.A. Port Police Command Officers                  |                         | 3                                  | 6           |                   | 4            | 4                     | 17           |
| 28                 | L.A. General Services Police Officers              | 1                       | 1                                  |             |                   | 1            | 11                    | 14           |
| 29                 | Deputy City Attorneys                              | 2                       | 40                                 | 214         | 67                | 38           | 121                   | 482          |
| 30                 | L.A. Airport Peace Officers                        | 5                       | 59                                 | 47          | 26                | 11           | 203                   | 351          |
| 31                 | Confidential Attorneys                             | 1                       | 4                                  | 13          | 5                 | 2            | 11                    | 36           |
| 32                 | Management Attorneys Unit                          |                         | 3                                  | 10          | 2                 | 1            | 4                     | 20           |
| 34                 | Crossing Guards                                    |                         | 17                                 |             | 5                 | 3            | 96                    | 121          |
| 36                 | Management Employees                               | 7                       | 152                                | 148         | 103               | 26           | 337                   | 773          |
| 37                 | Executive Administrative Assistants                | 1                       | 27                                 | 9           | 7                 | 10           | 63                    | 117          |
| 38                 | L.A. Port Police Assoc.                            | 1                       | 16                                 | 13          | 12                | 1            | 65                    | 108          |
| 39                 | L.A. Airport Supervisory Peace Officers            | 1                       | 9                                  | 10          | 3                 | 3            | 43                    | 69           |
| 40                 | Management Peace Officers (Airport Police Command) |                         |                                    | 3           | 1                 |              | 7                     | 11           |
| 61                 | Senior Administrative & Administrative Analysts    |                         | 3                                  | 5           | 8                 |              | 35                    | 51           |
| 63                 | Personal Director                                  |                         | 3                                  | 4           | 1                 | 1            | 8                     | 17           |
| 64                 | Confidential Senior Personnel Analysts             |                         | 9                                  | 5           | 7                 | 4            | 34                    | 59           |
| 65                 | TBD  |                         | 7                                  | 4           | 2                 | 1            | 14                    | 28           |
| <b>Grand Total</b> |  | <b>104</b>              | <b>3746</b>                        | <b>2851</b> | <b>2098</b>       | <b>1252</b>  | <b>16219</b>          | <b>26270</b> |

Numbers do not account for employees in Direct Bill Partial/Full Termination status.

# Dental Plan Breakdown

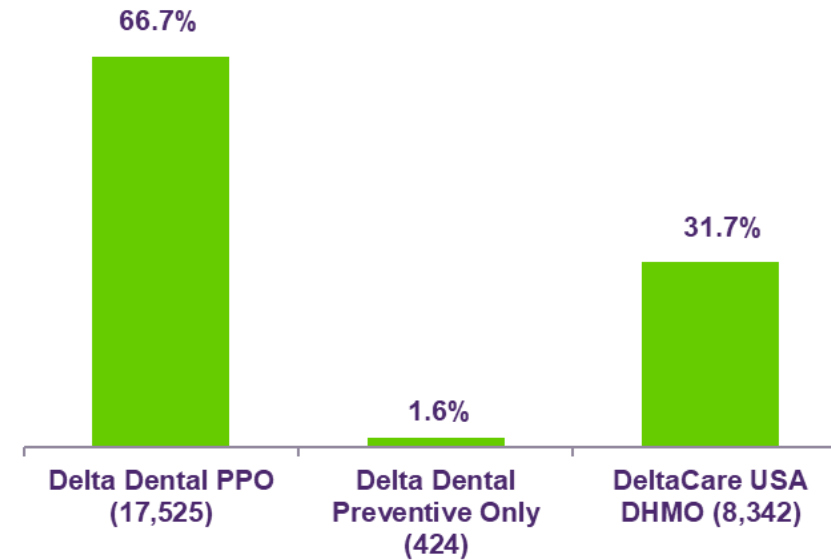
**Total: 25,423**

2023 Dental Plan Breakdown



**Total: 26,291**

2024 Dental Plan Breakdown

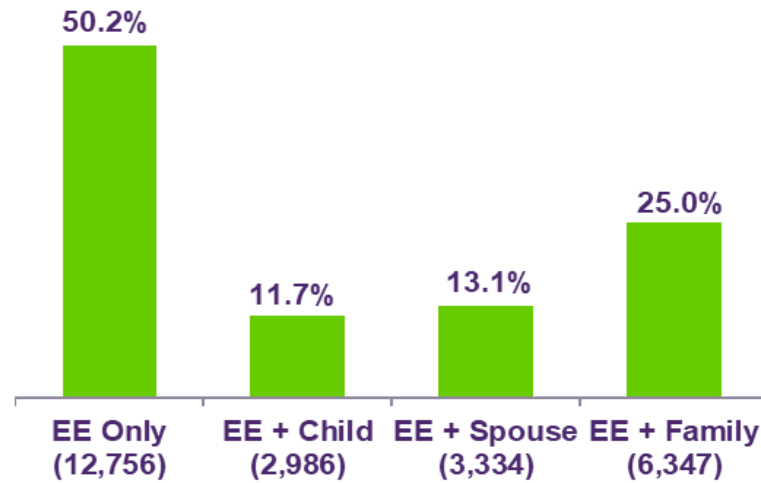


*Graphs do not account for employees in Direct Bill Partial/Full Termination status.*

# Dental Plan by Tier

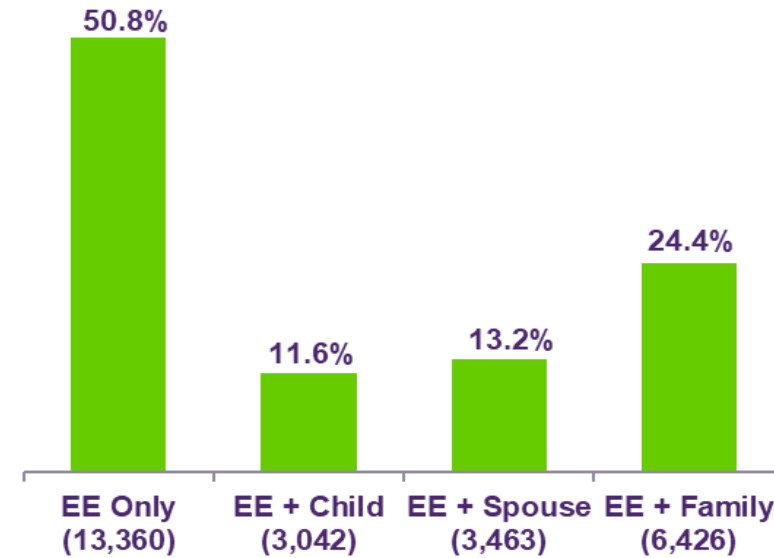
**Total: 25,423**

2023



**Total: 26,291**

2024

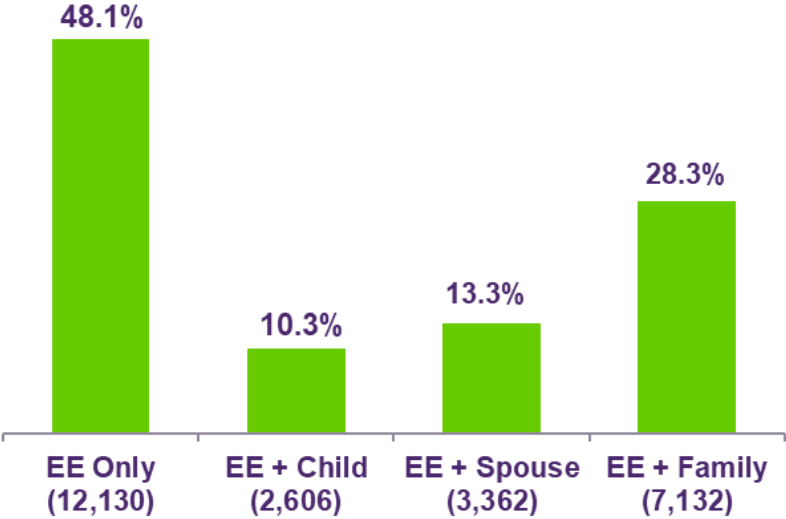


*Graphs do not account for employees in Union dental plans or Direct Bill Partial/Full Termination status.*

# Vision Plan by Tier

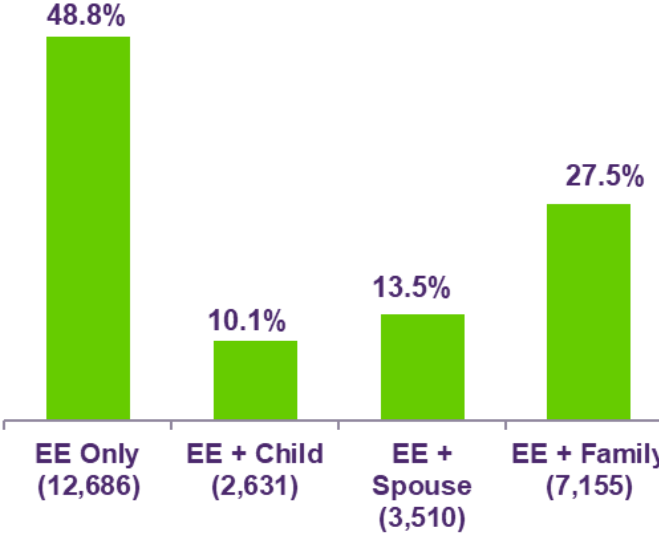
Total: 25,230

2023



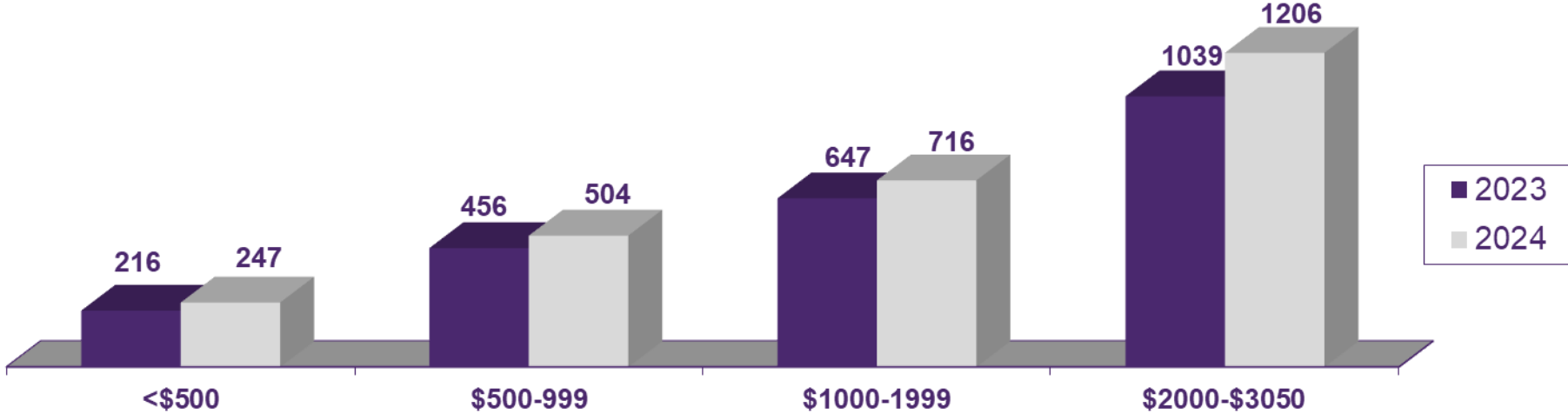
Total: 25,982

2024



Graphs do not account for employees in Direct Bill Partial/Full Termination status.

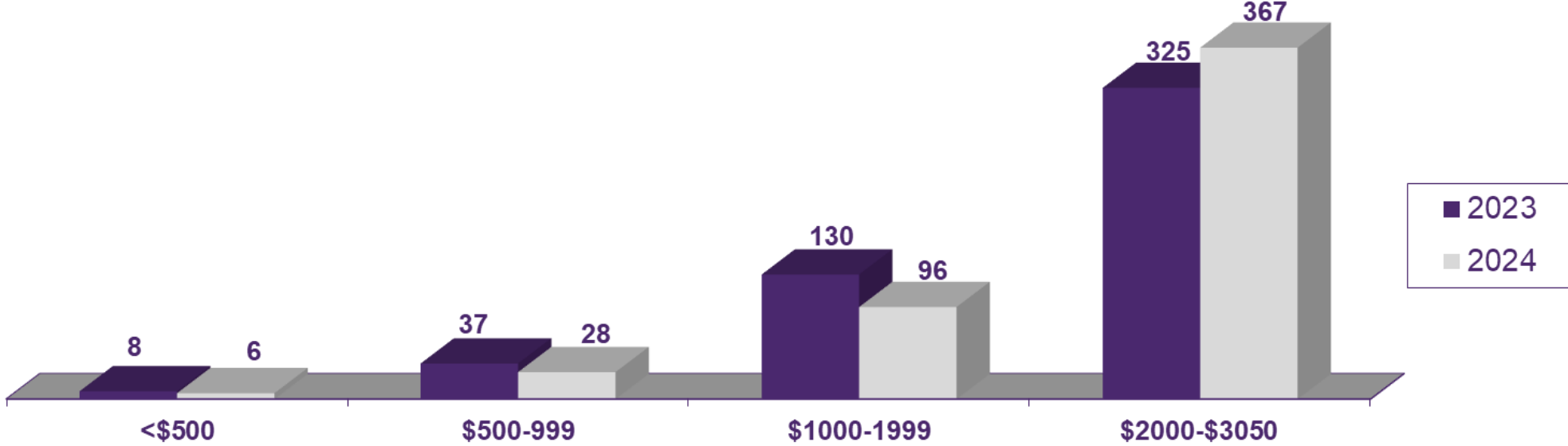
# Healthcare Tax-Advantaged Spending Account Election – Civilian Population



- Total number of employees electing Healthcare Tax-Advantaged Spending Account coverage: 2,673
- Percent of Healthcare Tax-Advantaged Spending Account employee participation: 10.17%
- Participation increase as compared to 2023: 0.94%
- Average Healthcare Tax-Advantaged Spending Account contribution amount per enrollee: \$1,740.57
- 2024 minimum goal election is \$300, and the maximum is \$3,050

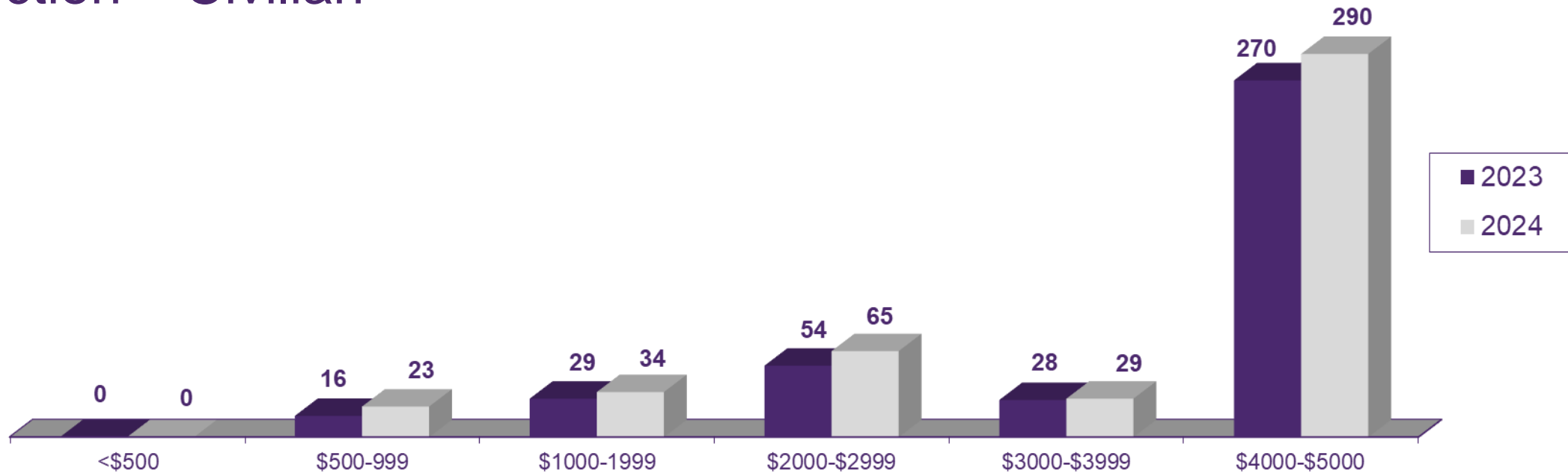


# Healthcare Tax-Advantaged Spending Account Election – Sworn Population



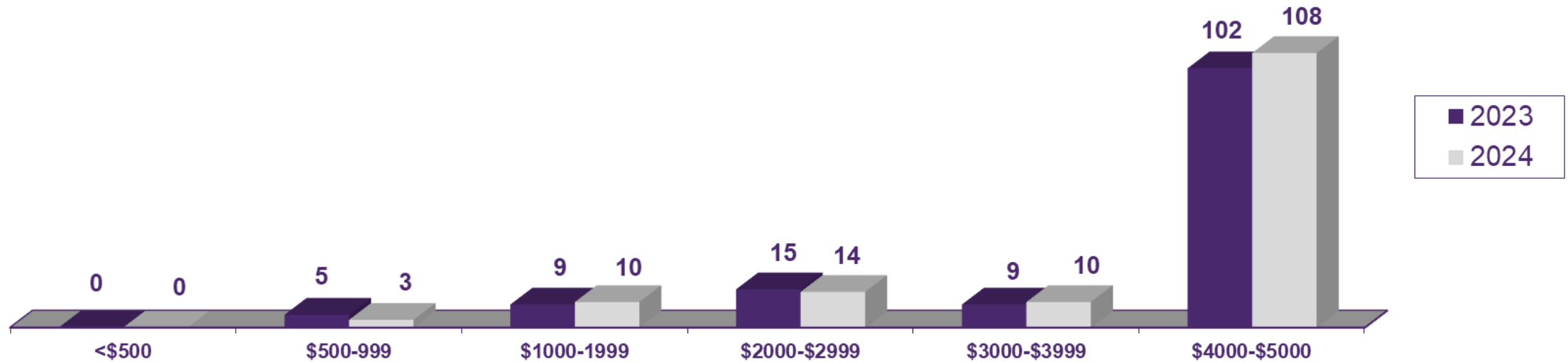
- Total number of employees electing Healthcare Tax-Advantaged Spending Account coverage: 497
- Percent of Healthcare Tax-Advantaged Spending Account employee participation: 4.08%
- Participation increase as compared to 2023: 0.00%
- Average Healthcare Tax-Advantaged Spending Account contribution amount per enrollee: \$2,375.89
- 2024 minimum goal election is \$300, and the maximum is \$3,050

# Dependent Care Tax-Advantaged Spending Account Election – Civilian



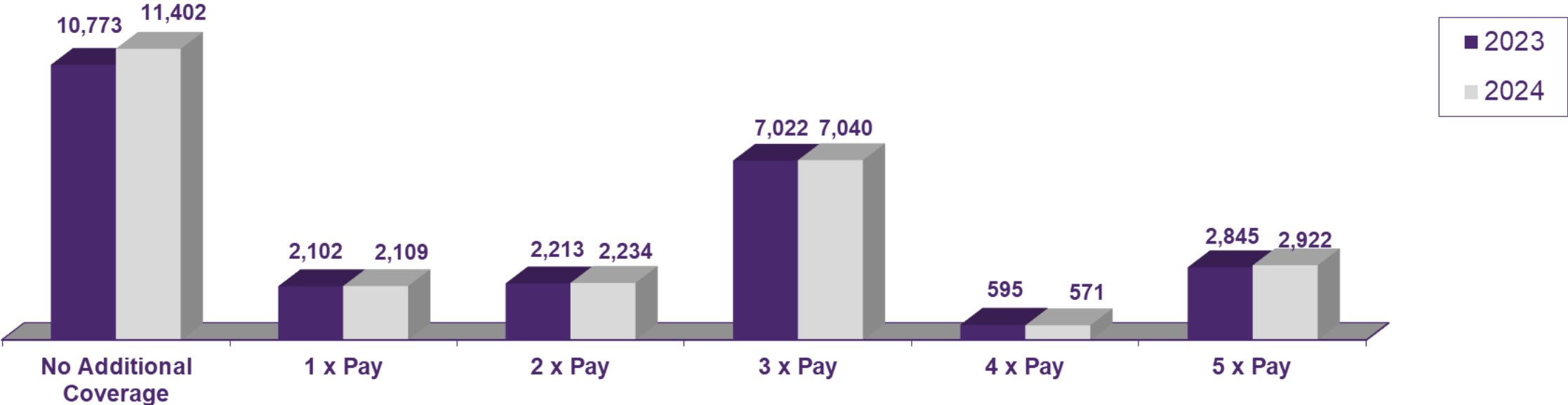
- Total number of employees electing Dependent Care Tax-Advantaged Spending Account coverage: 441
- Percent of Dependent Care Tax-Advantaged Spending Account employee participation: 1.68%
- Participation increase as compared to 2023: 0.30%
- Average Dependent Care Tax-Advantaged Spending Account contribution amount per enrollee: \$3,946.00
- 2024 minimum goal election is \$600, and the maximum is \$5,000

# Dependent Care Tax-Advantaged Spending Account Election – Sworn



- Total number of employees electing Dependent Care Tax-Advantaged Spending Account coverage: 145
- Percent of Dependent Care Tax-Advantaged Spending Account participation: 1.19%
- Participation increase as compared to 2023: 0.05%
- Average Dependent Care Tax-Advantaged Spending Account contribution amount per enrollee: \$4,210.12
- 2024 minimum goal election is \$600, and the maximum is \$5,000

# Supplemental Life By Option

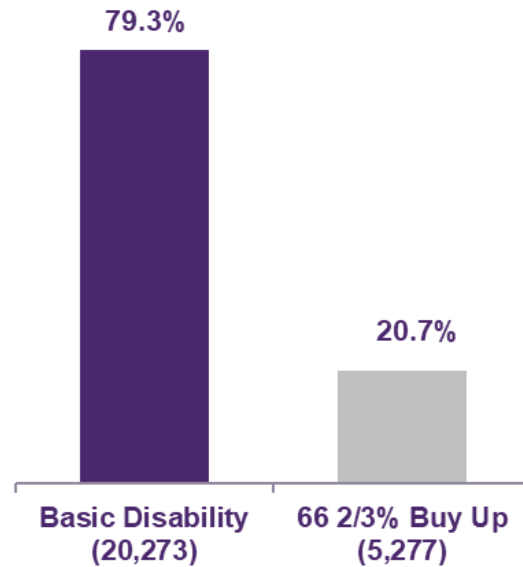


Graphs do not account for employees in Direct Bill Partial/Full Termination status.

# Basic & Supplemental Disability

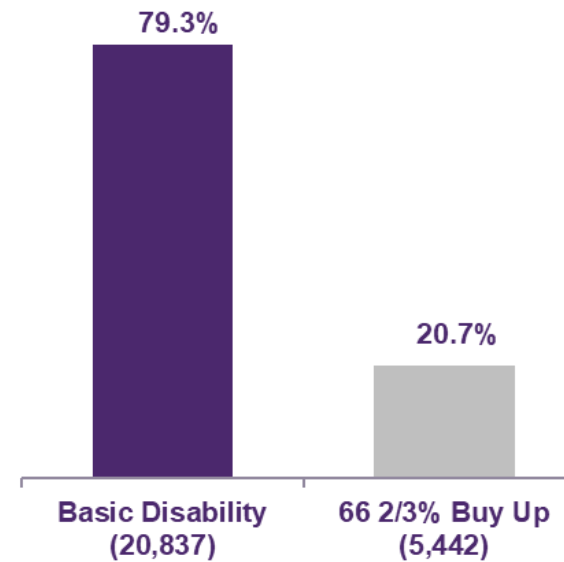
**Total: 25,550**

2023 Basic & Supplemental



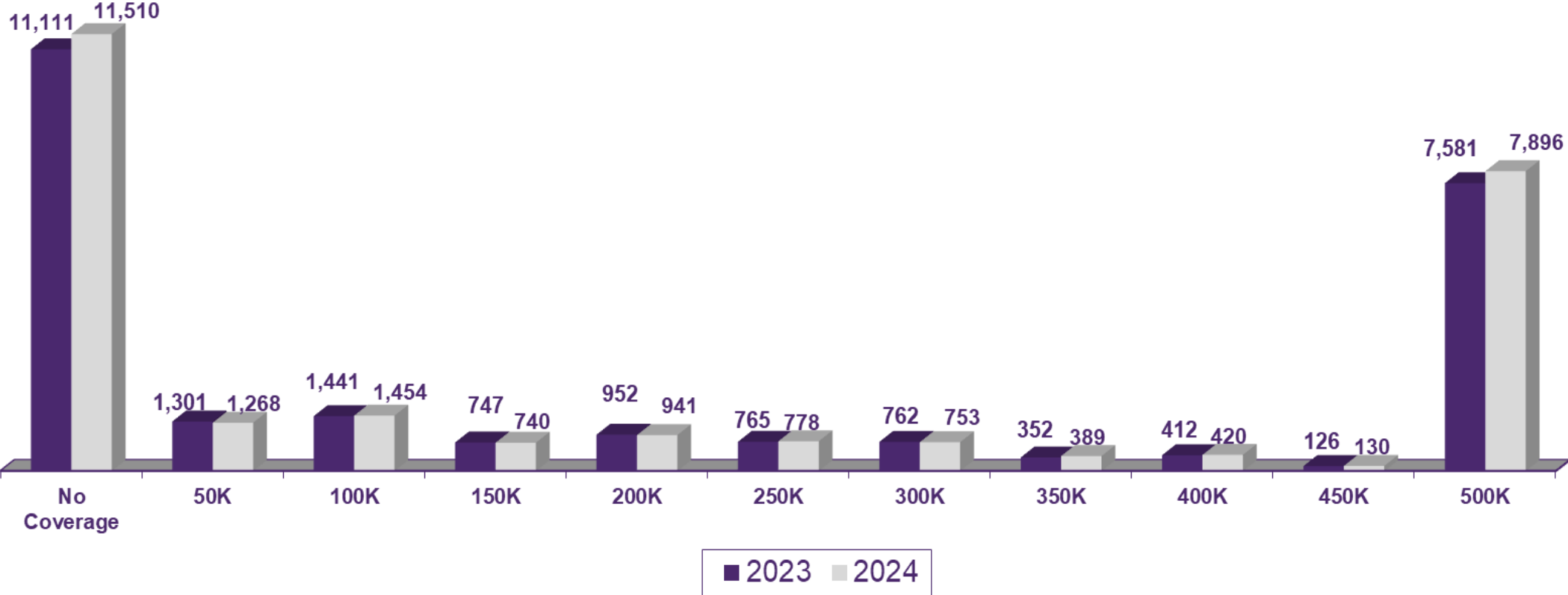
**Total: 26,279**

2024 Basic & Supplemental



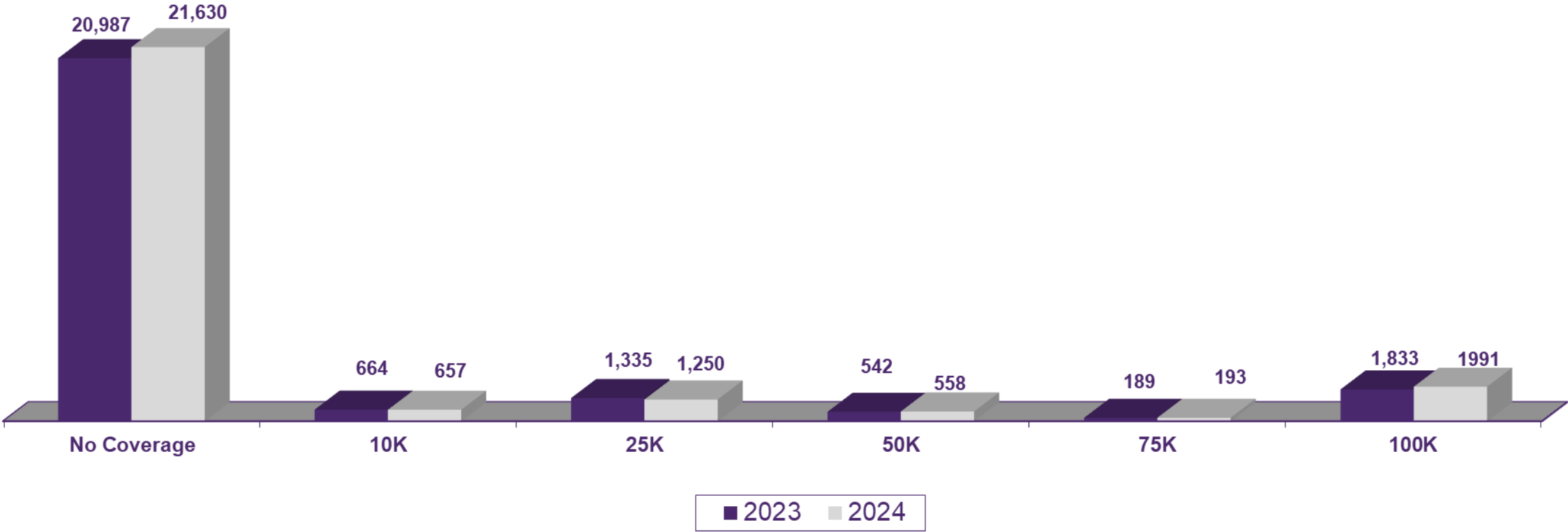
*Graphs do not account for employees in Direct Bill Partial/Full Termination status.*

# Supplemental AD&D



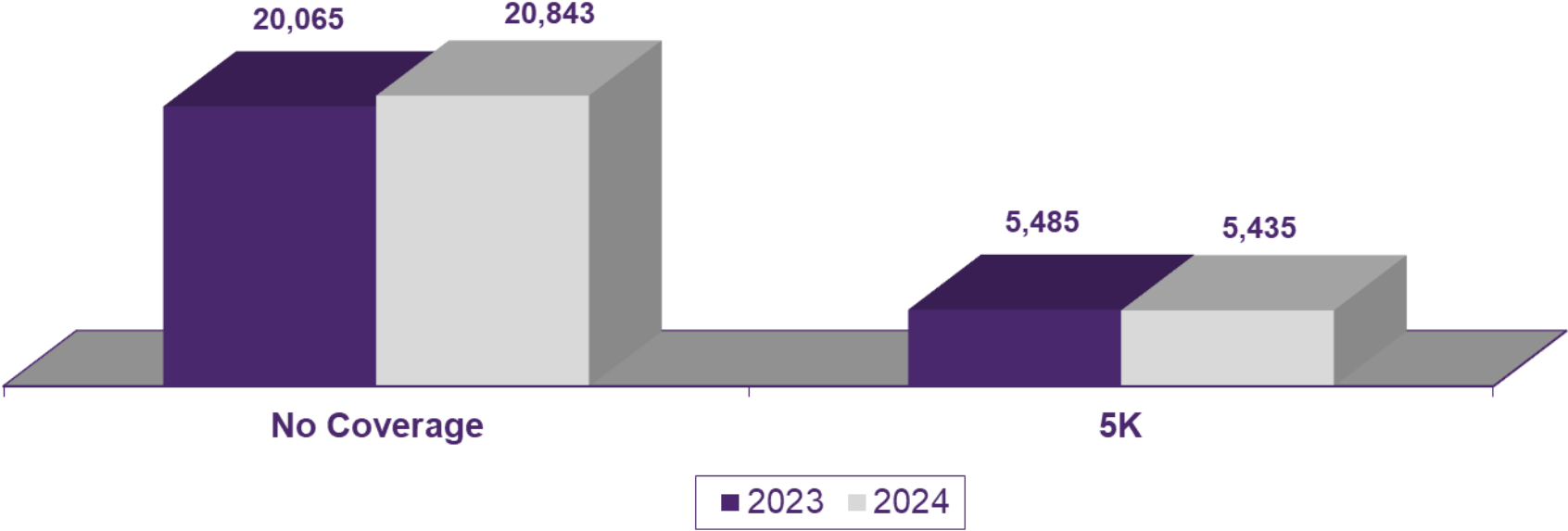
Graphs do not account for employees in Direct Bill Partial/Full Termination status.

# Spouse Life



NOTE: Spouse life insurance required assignment of dependent beginning in 2020.

# Child Life



NOTE: Child life insurance required assignment of dependent beginning in 2020.



# OE Service Center & Web Metrics

| Contact Center – Open Enrollment | October 2023 |
|----------------------------------|--------------|
| Total Calls                      | 1,826        |
| Total Calls Answered             | 1,819        |
| Average Speed to Answer          | 00:18        |
| Average Talk Time                | 14:01        |
| Call Abandoned                   | 0.38%        |
| English Calls                    | 1,697        |
| Spanish Calls                    | 129          |

| Employee Portal Statistic* | October 2023 |
|----------------------------|--------------|
| Web Availability           | 99.87%       |
| # of Employee Logins       | 23,833       |
| # of Unique Logins         | 7,588        |
| # of Page Views            | 59,160       |
| # of Unique Page Views     | 30,682       |

\*Portal statistics reflect all login data (ongoing and Open Enrollment) in the month of October 2023.



Thank you