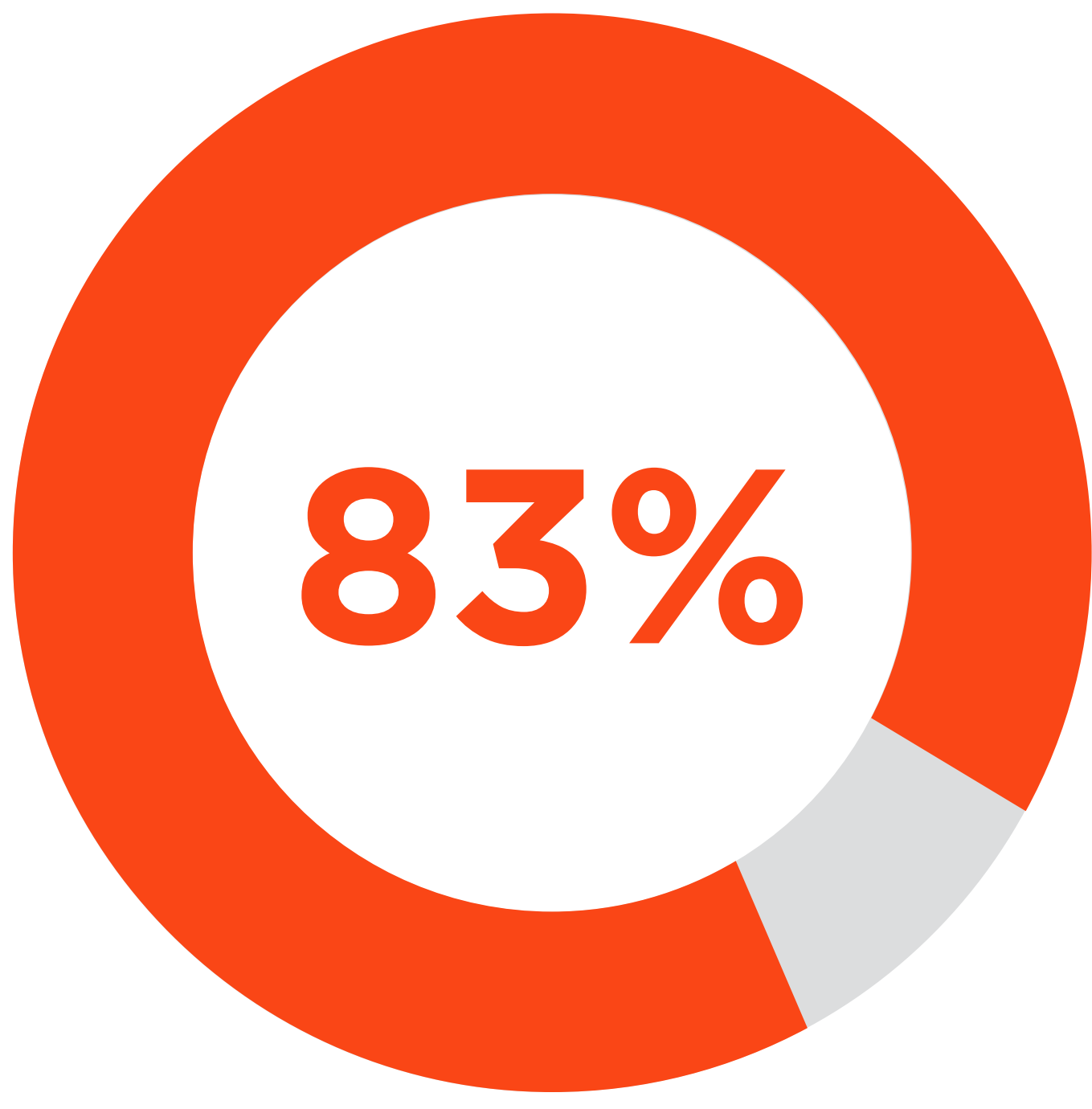


# American Health Insurance CX PERFORMANCE CHECK



Employees say health insurance is very or extremely important in deciding whether to stay in or change jobs<sup>1</sup>

## Private Health Insurance CUSTOMER COSTS<sup>2</sup>

89% Customers pay all or part of the total cost of their plan

55% ↑ Customers report they are paying more this year for their family's health insurance

36% ⊘ Customers say their premiums have not changed

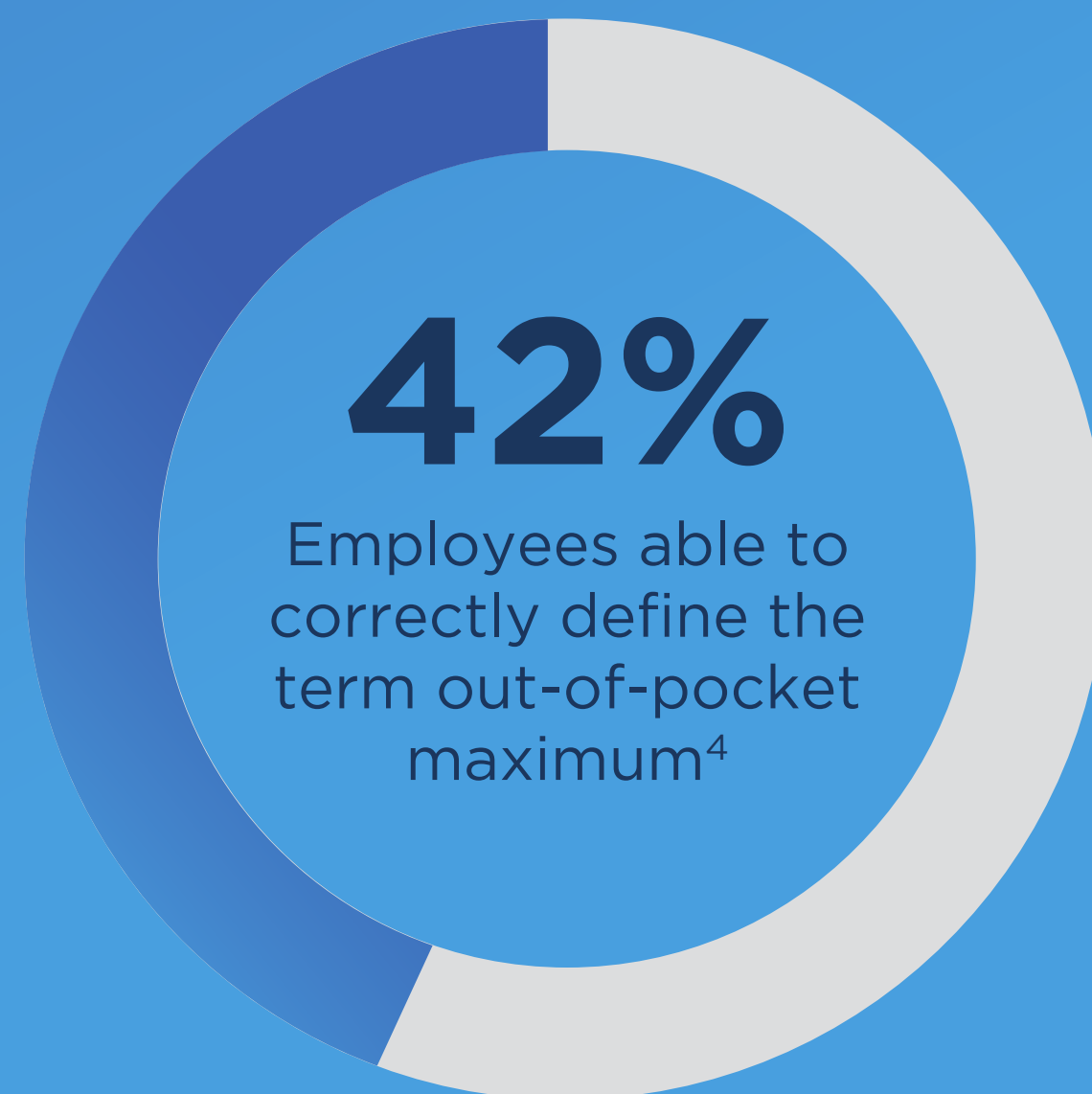
8% ↓ Customers say their premiums have gone down

40%-50% US residents rely on employer health insurance<sup>3</sup>

Companies rated highly on COMPENSATION AND BENEFITS saw 56% lower attrition<sup>1</sup>



96%  
Employees do not fully understand health insurance<sup>4</sup>

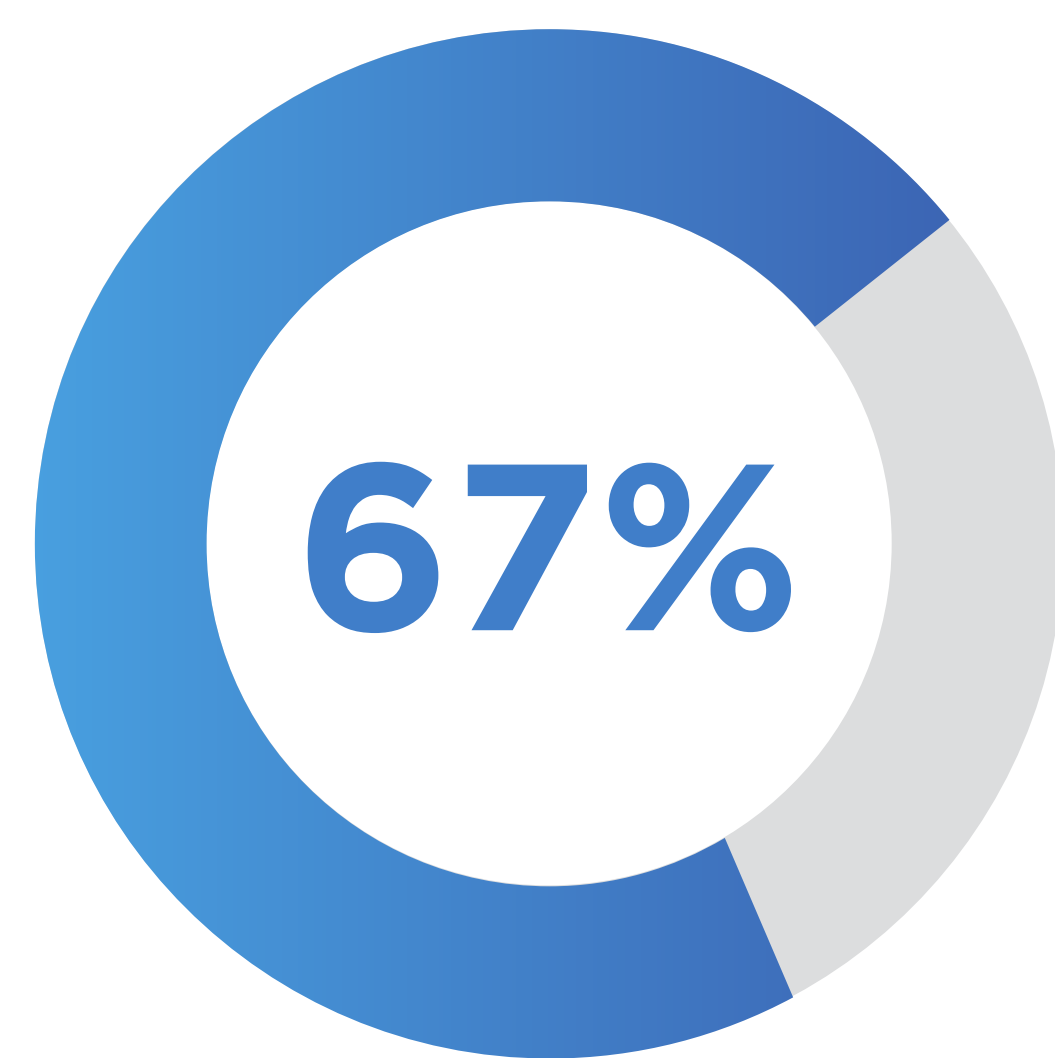


42%  
Employees able to correctly define the term out-of-pocket maximum<sup>4</sup>



39%  
Employees feel they have an adequate understanding of their policy<sup>1</sup>

Customers are satisfied in their current health insurance plan<sup>2</sup>



Open enrollment presents an opportunity to deliver exceptional customer experiences to both new and current plan members.

**Are you prepared to meet the demand?**



Customer Smiles. Delivered at Scale.

Learn more at [www.cyara.com](http://www.cyara.com)

[LinkedIn.com/company/Cyara](https://www.linkedin.com/company/cyara)

[Twitter.com/GetCyara](https://twitter.com/GetCyara)

[Facebook.com/Cyara](https://www.facebook.com/Cyara)

[YouTube.com/Cyara](https://www.youtube.com/Cyara)

Sources cited: 1. Ashley Autry. Employee Benefits and Perks Statistics - The Ultimate Collection. 2020. 2. Jeffrey M. Jones & Megan Brenan. Americans' Satisfaction With Health Costs at New High. 2020. 3. Smiljanic Stasha. 15+ Health Insurance Statistics and Facts. 2021. 4. Paul Sisolak. Only 4% of Americans understand important health insurance concepts. 2016