

Voluntary Benefits and FSA Focus Group Questions

(Customized for the employer)

1. How important to you are the voluntary benefits (Life, Critical Illness, and Long Term Care) that are available to you through payroll deduction?
 - a. Very important
 - b. Somewhat important
 - c. Not very important
2. Do you currently participate in any of the voluntary benefit plans?
 - a. Yes
 - b. No
3. How well do you understand your retirement benefits program?
 - a. Very Well
 - b. Well
 - c. Not very well
 - d. Not at all
4. Would you like to see your voluntary benefits expanded to include additional benefit plans?
 - a. Yes
 - b. No
 - c. Not sure
5. Do you currently have insurance coverage for Long Term Care?
 - a. Yes
 - b. No
6. My understanding of the FSA is:
 - a. Very good
 - b. Somewhat good
 - c. I still have questions
 - d. I don't understand at all
7. How do you learn about the status of your FSA accounts?
 - a. I read my statements.
 - b. I utilize the website.
 - c. I am not aware of the statements.
8. When I am asked for documentation for a EZ REIMBURSE Card transaction, I:
 - a. Know exactly what to do.
 - b. Am unsure on how to send in documentation.
 - c. Am proficient in using the online tools to file.
 - d. Wonder why you are asking me for additional documentation.
9. Which would you prefer regarding employee medical benefits?
 - a. Pay some premium and maintain current medical plan benefits.
 - b. Pay no premium and reduce benefits coverage.
 - c. Not sure