

# Benefits Technology

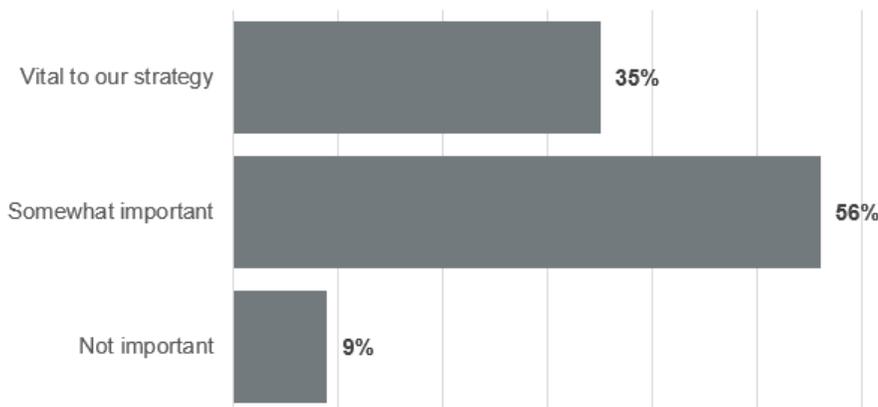
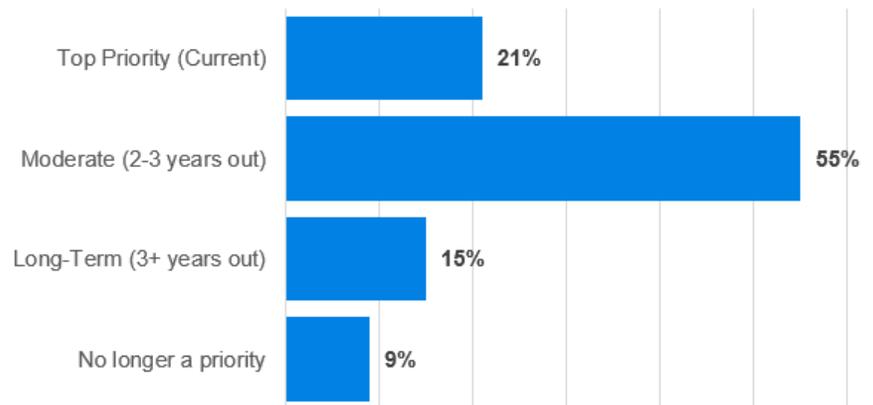
## What's Trending?



The global pandemic has highlighted the importance of technology adoption for our workforce to connect and collaborate. Technology and connection in the context of employee benefit plans can include plan administration, as well as the broad range of digital solutions such as decision support tools, cost transparency and care management resources designed to enhance employee engagement. That is why Milliman conducted a What's Trending benefits pulse survey specific to benefit platforms to get a sense of what technology employers are using or considering.

### TECHNOLOGY INVESTMENT IS STILL UNDER CONSIDERATION FOR MOST EMPLOYERS

The results of this Milliman pulse survey confirmed that many employers are prioritizing other business issues during the pandemic. While a large percentage of survey respondents are considering an investment in benefits technology as a top or medium priority, most are looking ahead a few years before committing.



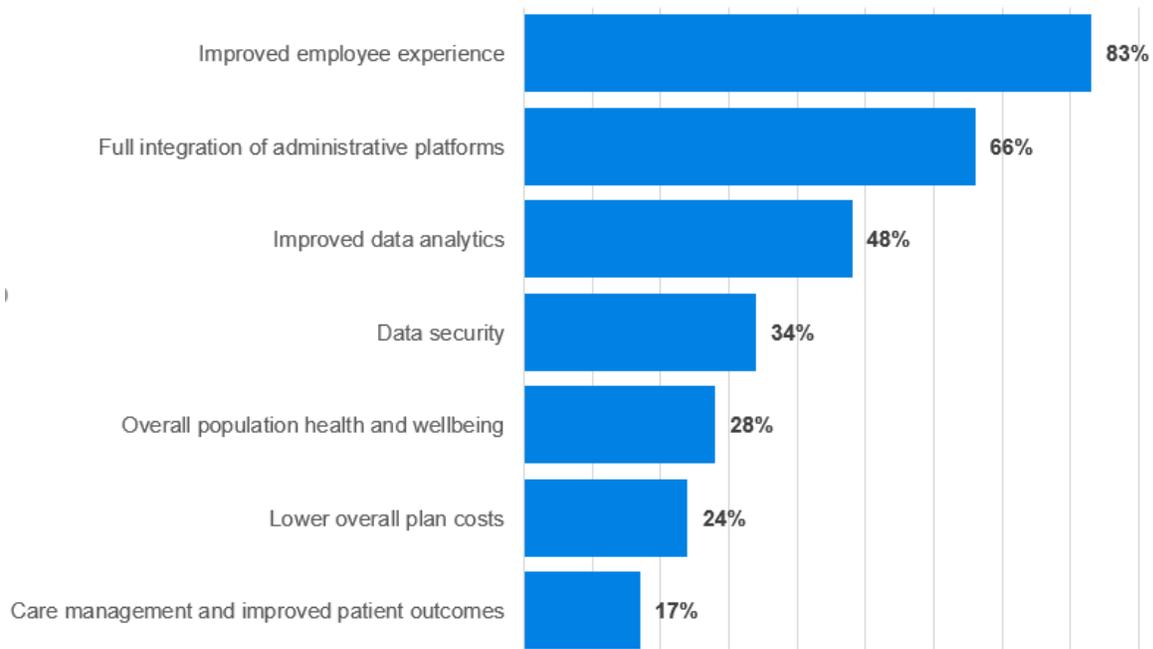
While the investment in benefit technology can increase the likelihood of being viewed as an employer of choice by both current and prospective employees, most respondents recognized this as somewhat important vs. being vital to the company's overall benefit strategy.

## EMPLOYEE FOCUS – BOTH AN OBJECTIVE AND HURDLE

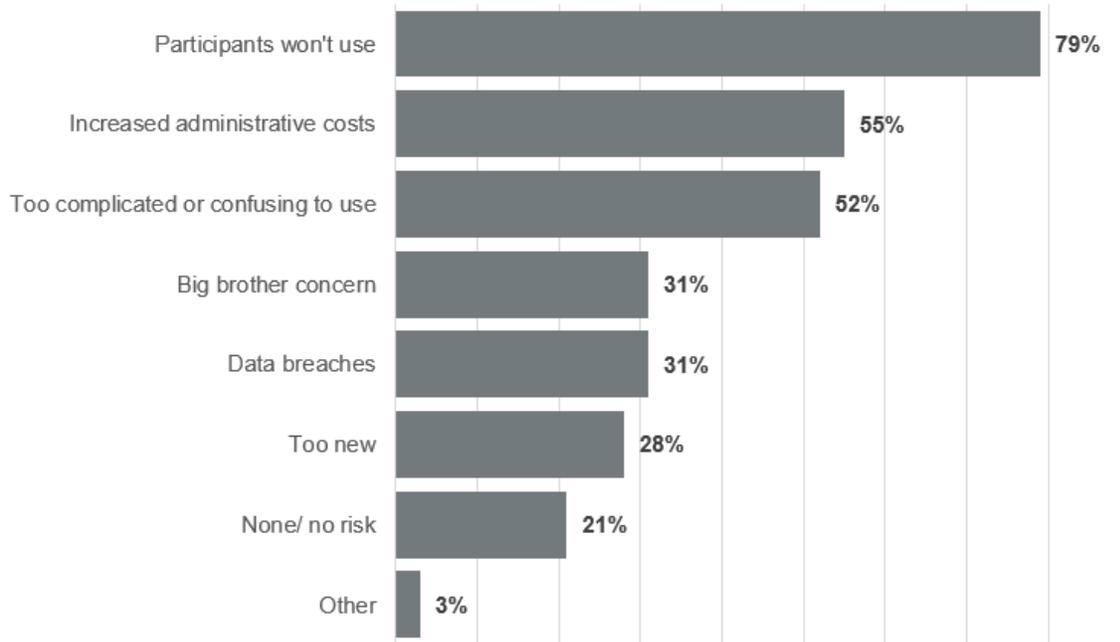
There are a number of potential motivators for implementing a new benefit technology. Does benefits technology indicate a progressive and connected firm that helps recruit or retain top talent? Does your organization encourage a technology culture, individual responsibility for understanding benefits and activities to enhance health? Does your company need to control costs through administrative efficiencies in benefit program management? Does your company need to understand your data more clearly? Do you need to improve employee wellness or patient outcomes?

Responses to the survey indicate a desire to improve the overall employee experience, including enhancing employee health and well-being (e.g.) telemedicine or wellness tracking. At the same time, there is clear concern over user adoption – translating to a need for an integrated solution that is easy for employees to use and understand.

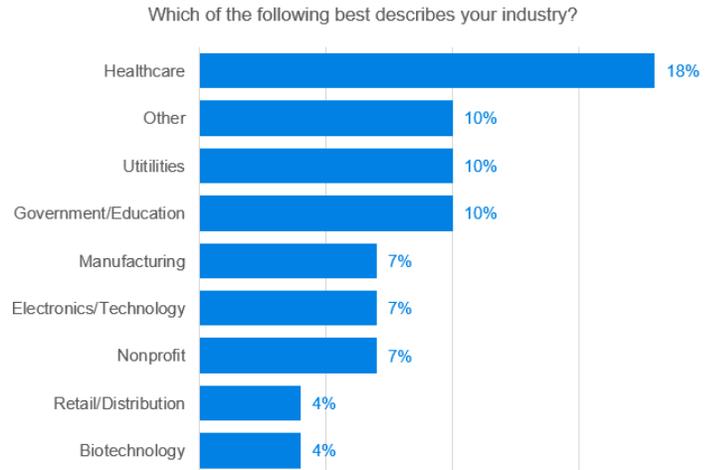
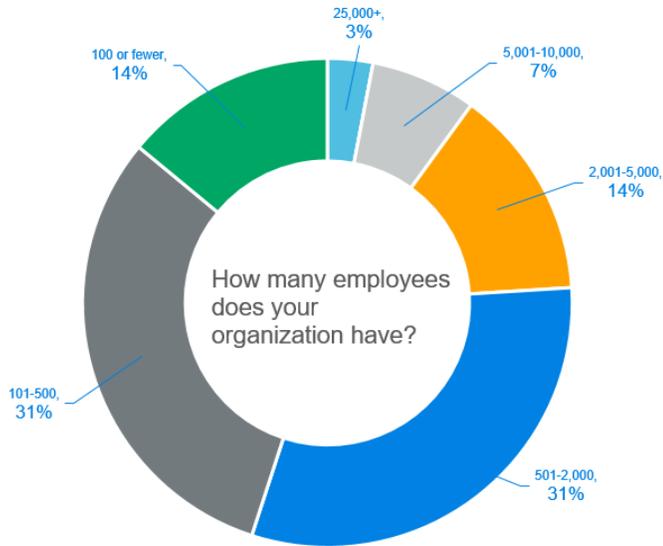
**Where do you see technology driving the most impact with regard to Employee Benefits? (check all that apply)**



**What is the biggest risk and/or barrier to the use of technology in your employee benefits plan? (check all that apply)**



## SURVEY RESPONDENTS



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