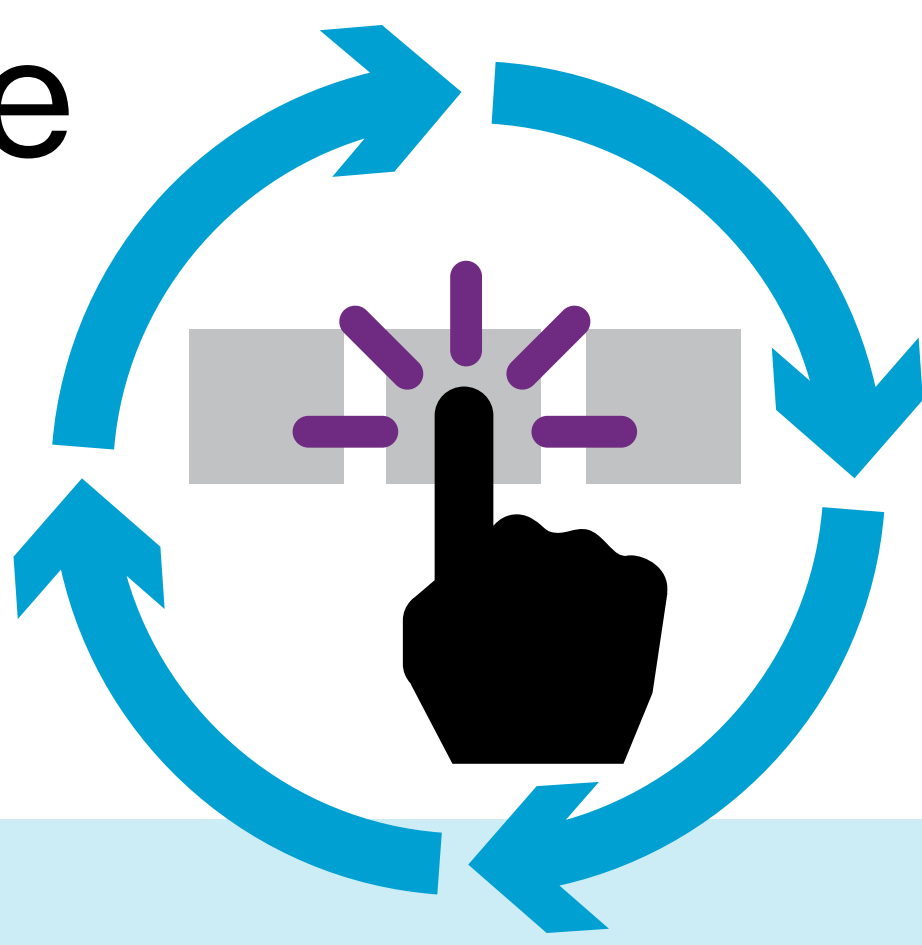


Employers prioritize employee benefit choice, experience

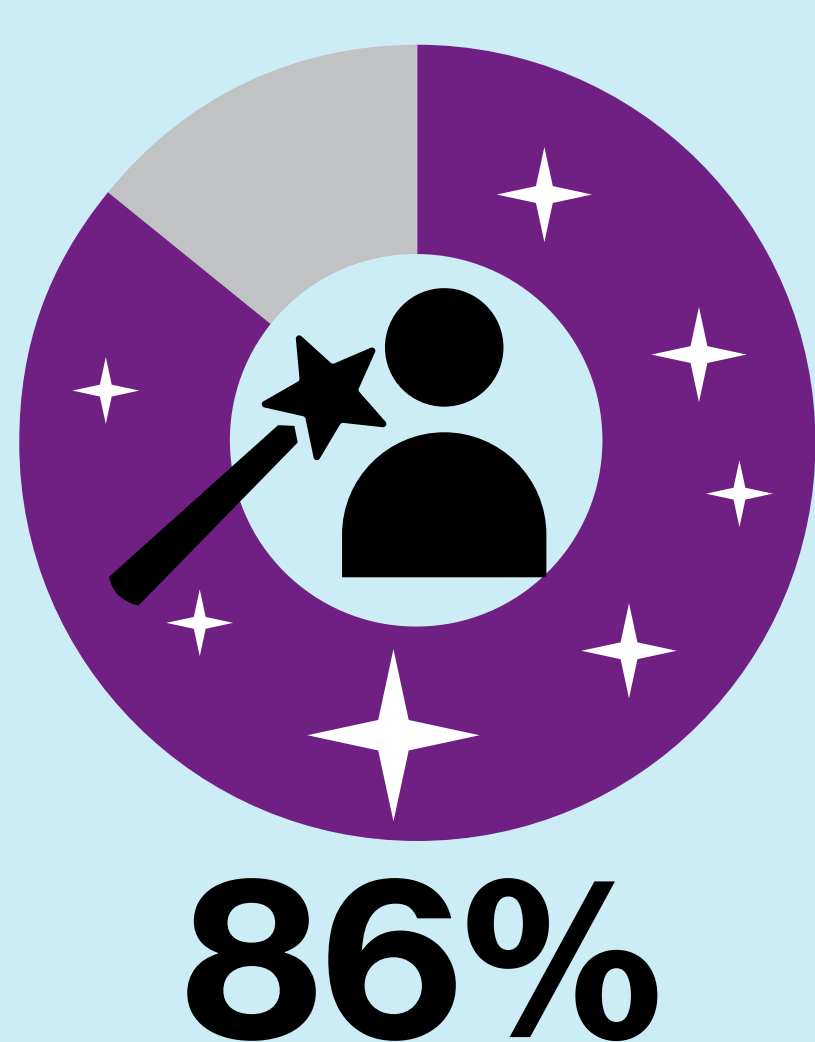
Focus on adding personalization and decision support



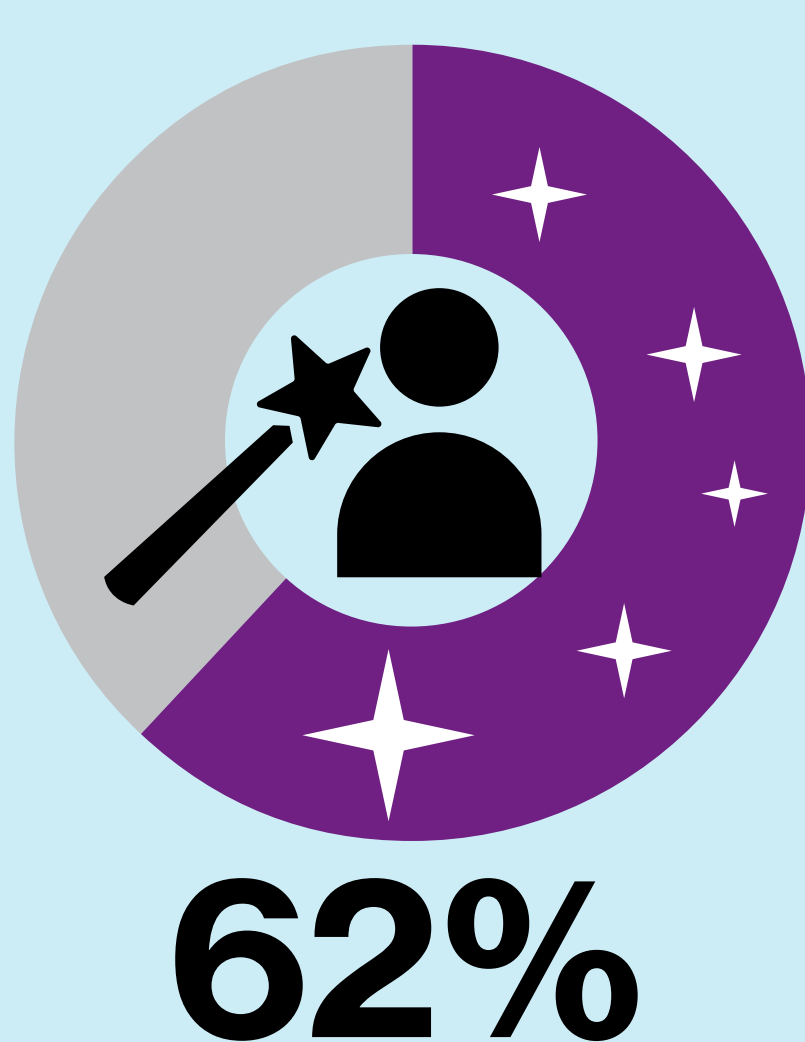
Strategic priority: Enhancing the employee experience

Over **next** three years

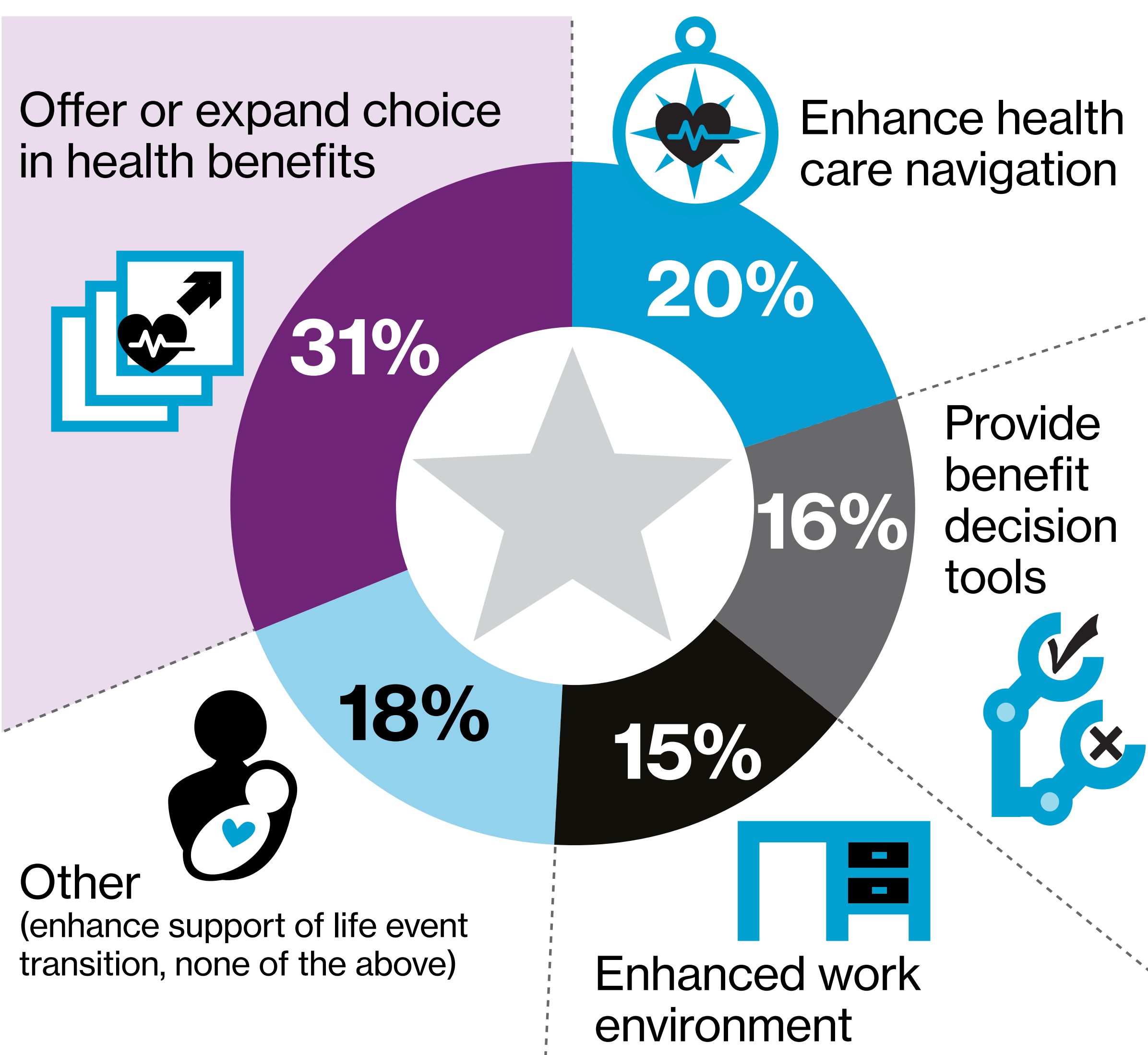
Over **past** three years



VS.

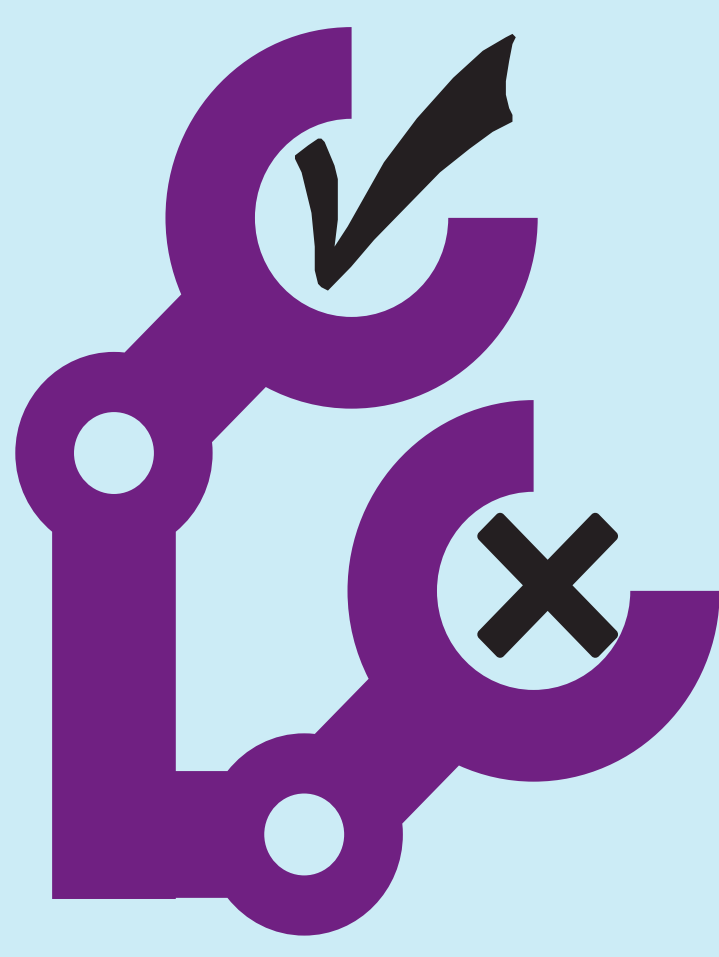


Top priority* over next three years

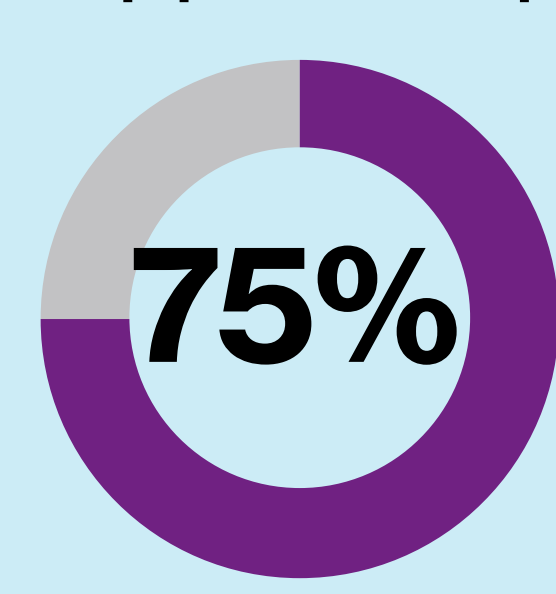


*Survey respondents limited to selecting only their most important priority

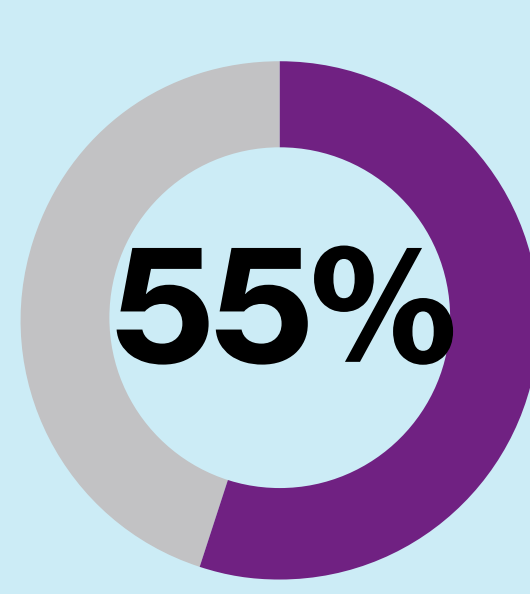
More choice generates need for decision support and navigation tools



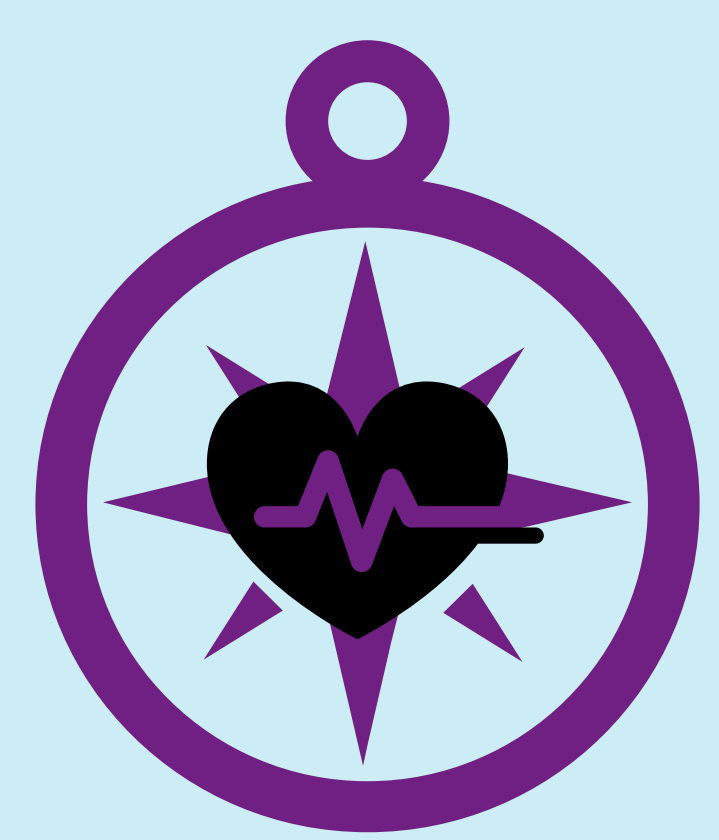
Provide decision tools to support employee choice



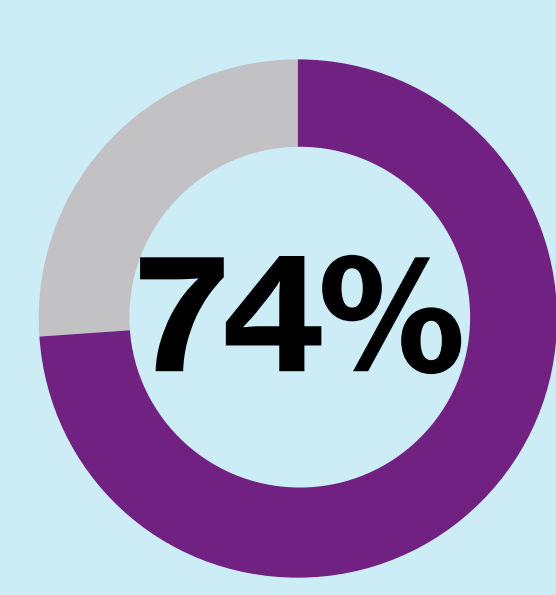
Priority over next three years



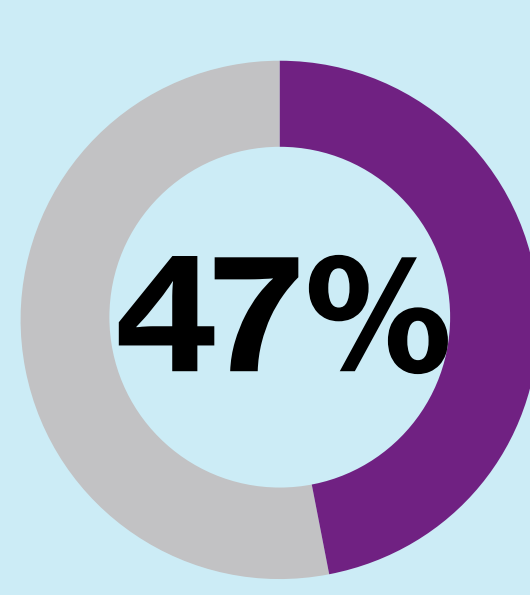
Action taken over past three years



Enhance health care navigation

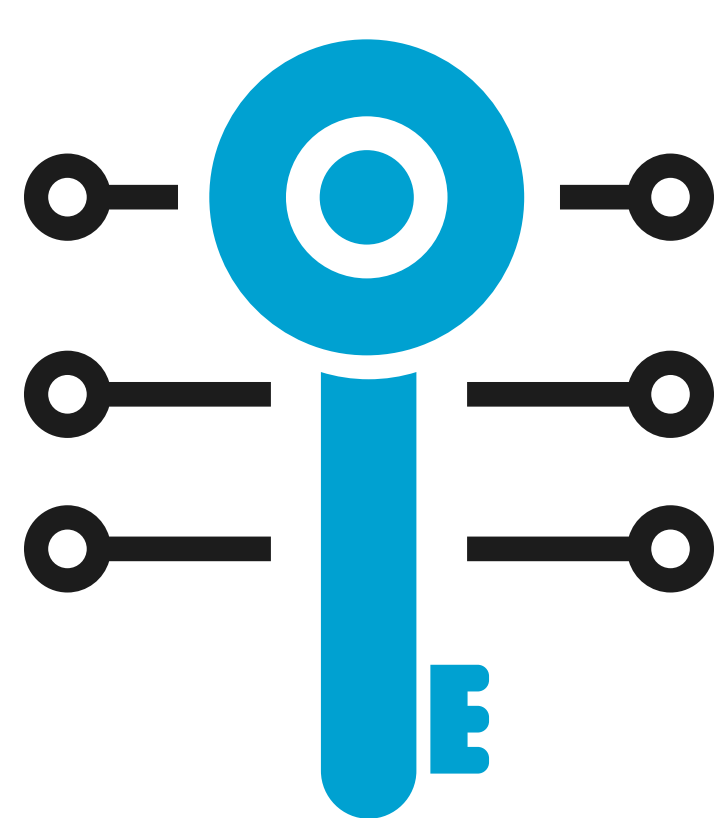


Priority over next three years

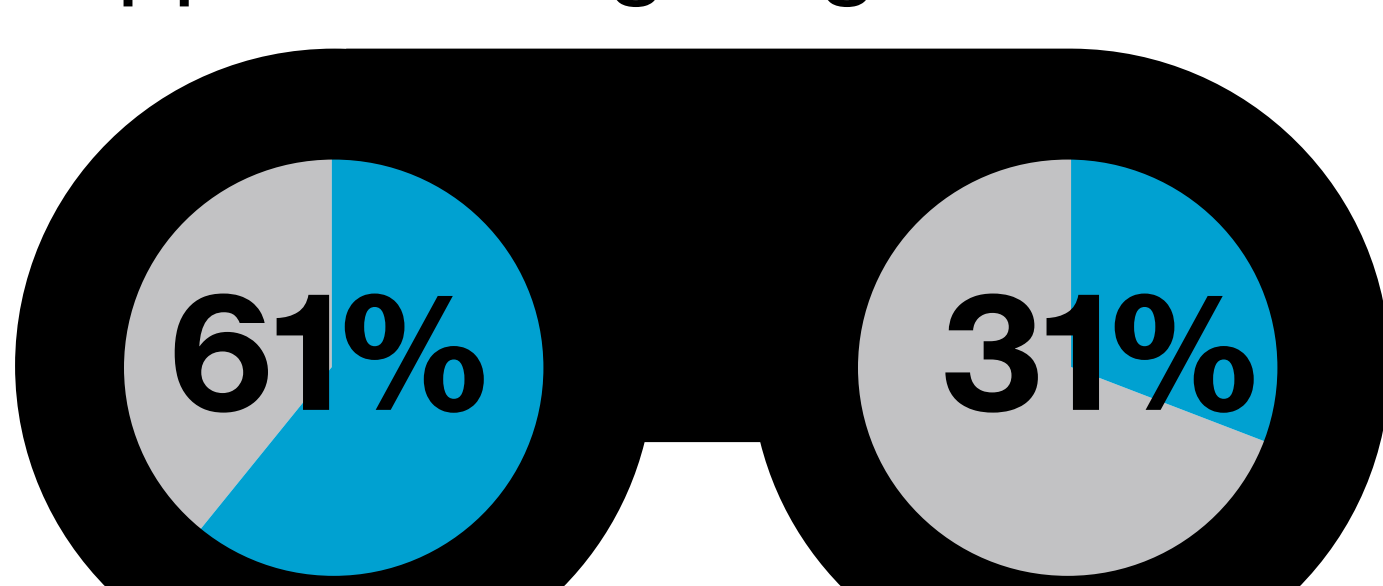


Action taken over past three years

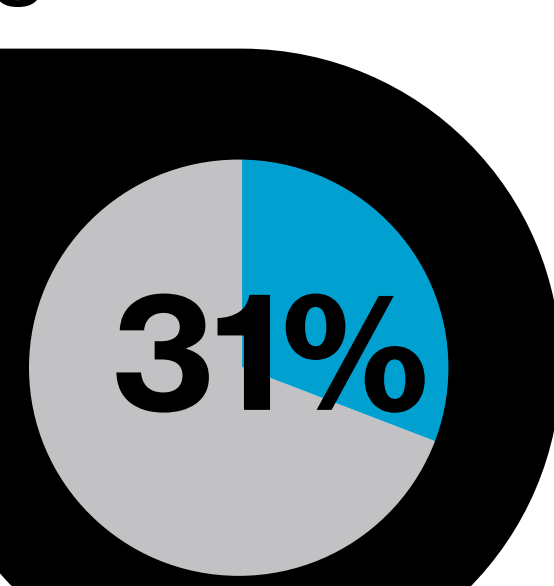
Employers look to next-level decision support features



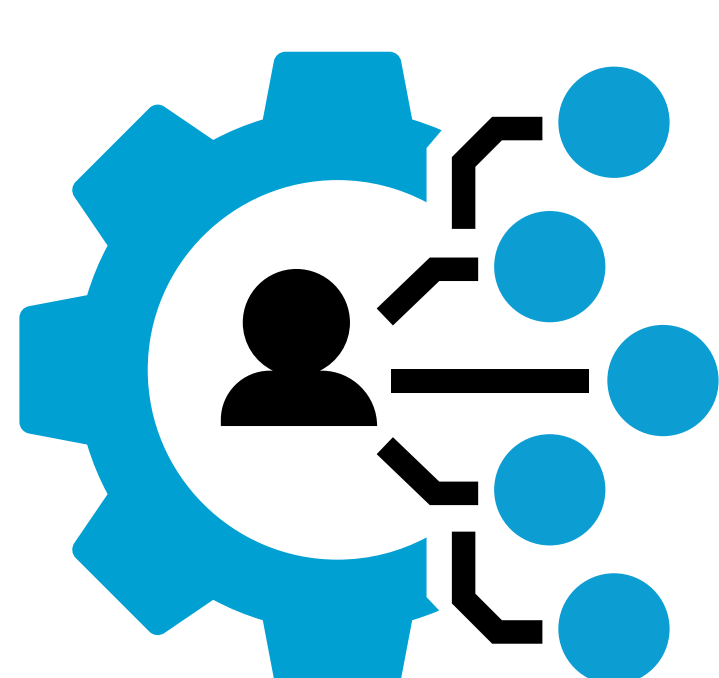
Provide easy access to decision support through digital means



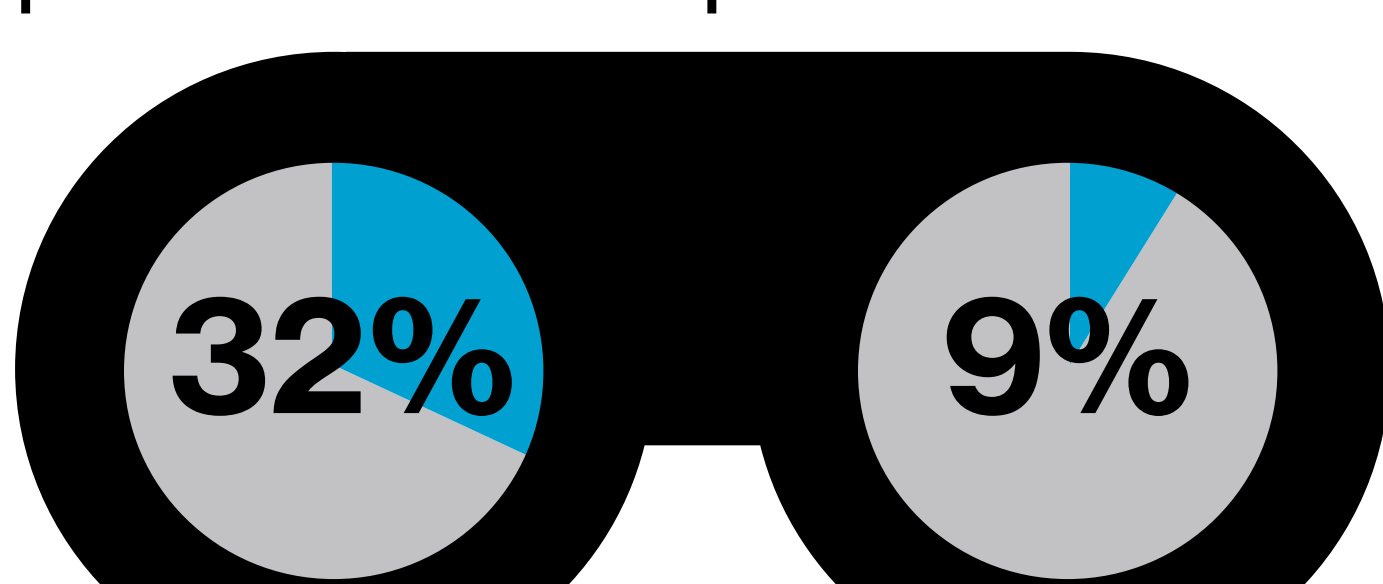
Action planned over next three years



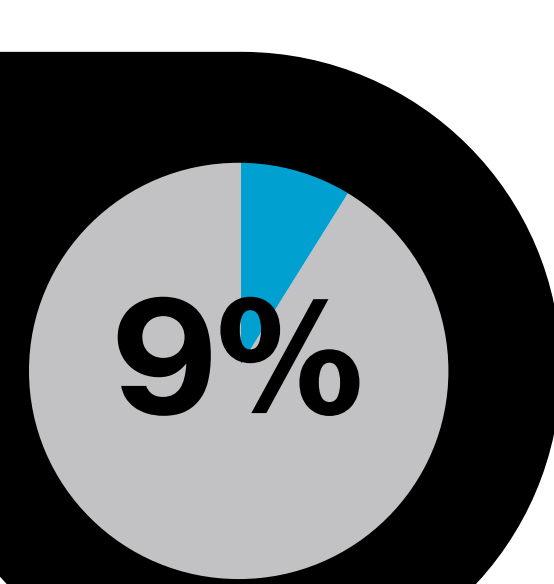
Action taken over past three years



Gather data and use emergent technologies to create a personalized experience



Action planned over next three years



Action taken over past three years

Source: 2019 Willis Towers Watson Emerging Trends in Health Care Survey: Choice, Personalization and Experience