

- ASEA members report a high level of satisfaction with the Health Trust. Overall, nearly nine-out-of-ten members (88%) report being satisfied with the services they have received – nearly half (48%) are “very satisfied”. Overall satisfaction has decreased slightly since last year (down from 92%), however it remains very much in line with past results.
- By a margin of nearly three-to-one, Trust members report “maintaining the current level of benefits” as more important than “maintaining the current employee contribution amount” if benefit changes have to be made. This strong preference for maintaining benefits is consistent with historical findings.
- A slight majority of Trust members report being aware of the Teladoc benefit (53%) and 4% of members say they have used the service. Among those who are aware of Teladoc but have not used it, half (50%) say they have not needed to go to the doctor. Approximately a third (34%) say they would prefer to see their regular physician.
- Members nearly unanimously report they would consider traveling outside of Alaska through the Bridge Health program for elective and non-urgent surgery (95%, “Yes”).
- Breaktime Reading is reported as the preferred way to receive updates about health plans by a wide margin – 52% say it is a preferred method, followed by 26% who prefer the Trust newsletter and 15% who prefer the Trust website.
- A sizable percentage of Trust members report they read the Trust newsletter (68%), and nearly all of those members say the information in the newsletter is helpful (91%).