

2019 MEMBER SURVEY

Satisfaction with HPS and the SuperEOB[®]



As a broad healthcare network and consumer healthcare financial wellness tool, we strive to ensure we provide excellent service and benefits. In 2019, hundreds of HPS members were surveyed about their satisfaction with HPS and the SuperEOB®.

*This report summarizes the results of that survey, detailing how **over 700 Wisconsin families** feel about their healthcare experience with HPS.*

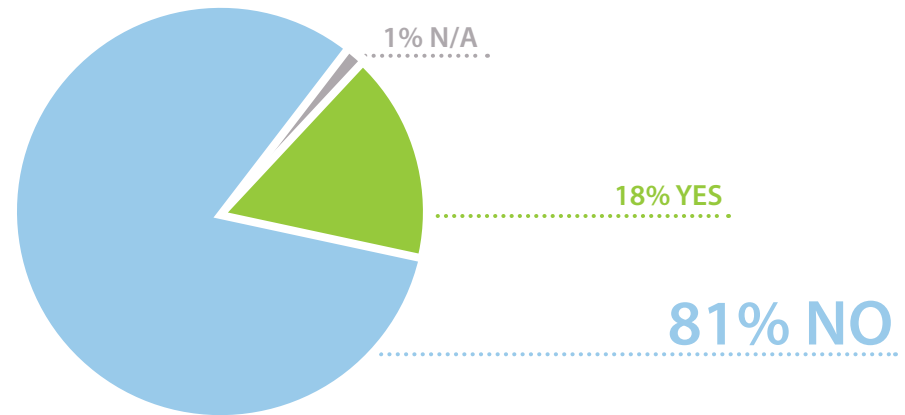
The majority of HPS members agree that traditional medical billing practices are difficult and/or confusing. Even more feel that the HPS SuperEOB[®] is a better tool than they've had in the past for understanding their expenses.

A lack of clarity around who to pay and why, unexpected bills, and collection notices without getting bills are all reasons listed for why today's medical billing practices are not easy to use or understand.



Reasons cited for preferring the SuperEOB include **simplicity, interest-free loans, and the ability to use credit cards and Apple Pay.**

Are today's medical billing practices (bills from doctors and EOBs from insurance companies) easy to use and/or understand?



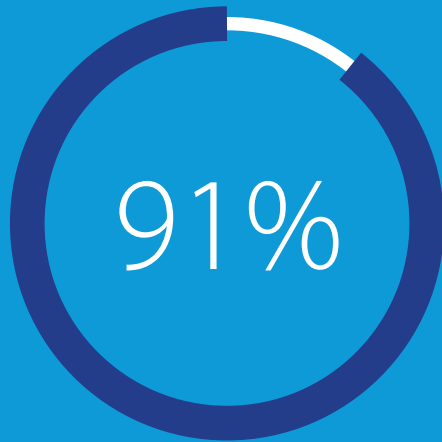
Wisconsin families believe the HPS SuperEOB[®] is a better tool than what they've had in the past.

93%

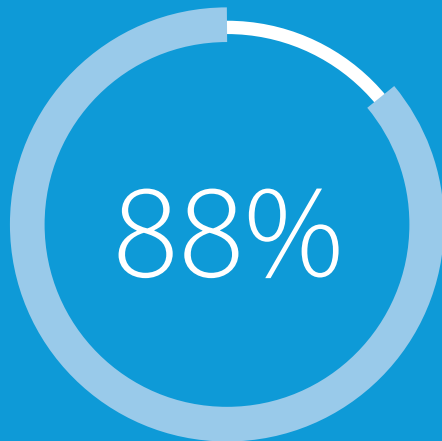
say it's better for paying their healthcare expenses

91%

say it's better for understanding their healthcare expenses



of Wisconsin families say that the HPS SuperEOB does not limit their understanding of healthcare expenses



of Wisconsin families say that the HPS SuperEOB does not limit their ability to pay for healthcare expenses

We appreciate both positive and negative feedback.

We looked into the few members who do feel confused or unsatisfied with the SuperEOB and would like to address that feedback:



Some members felt that the simplicity of the SuperEOB equates to a lack of information—to allow for family/combined member billing, we reduce the detail behind the claims on the statement and make this information available on our online portal.



Some members mentioned the inability to work with providers to get additional discounts—this is the nature of the provider network, as we secure such favorable discounts ahead of time with our network of providers that there isn't room for additional negotiations at the patient level.

On a scale of 1-10, with 0 being the lowest and 10 being the highest, here's the likelihood our members said they would recommend the HPS SuperEOB to family members or friends to help manage healthcare expenses.





In summary, this survey confirms that while healthcare and billing can be confusing, the HPS SuperEOB provides clarity and increases understanding.

Members feel that the SuperEOB is a better tool than they've had in the past for understanding this otherwise confusing area of healthcare. In addition, a vast majority of HPS members would recommend the HPS SuperEOB to family members or friends to help manage healthcare expenses.

View full survey results and details here:
<https://info.hps.md/blog/hps-members-share-their-feedback>