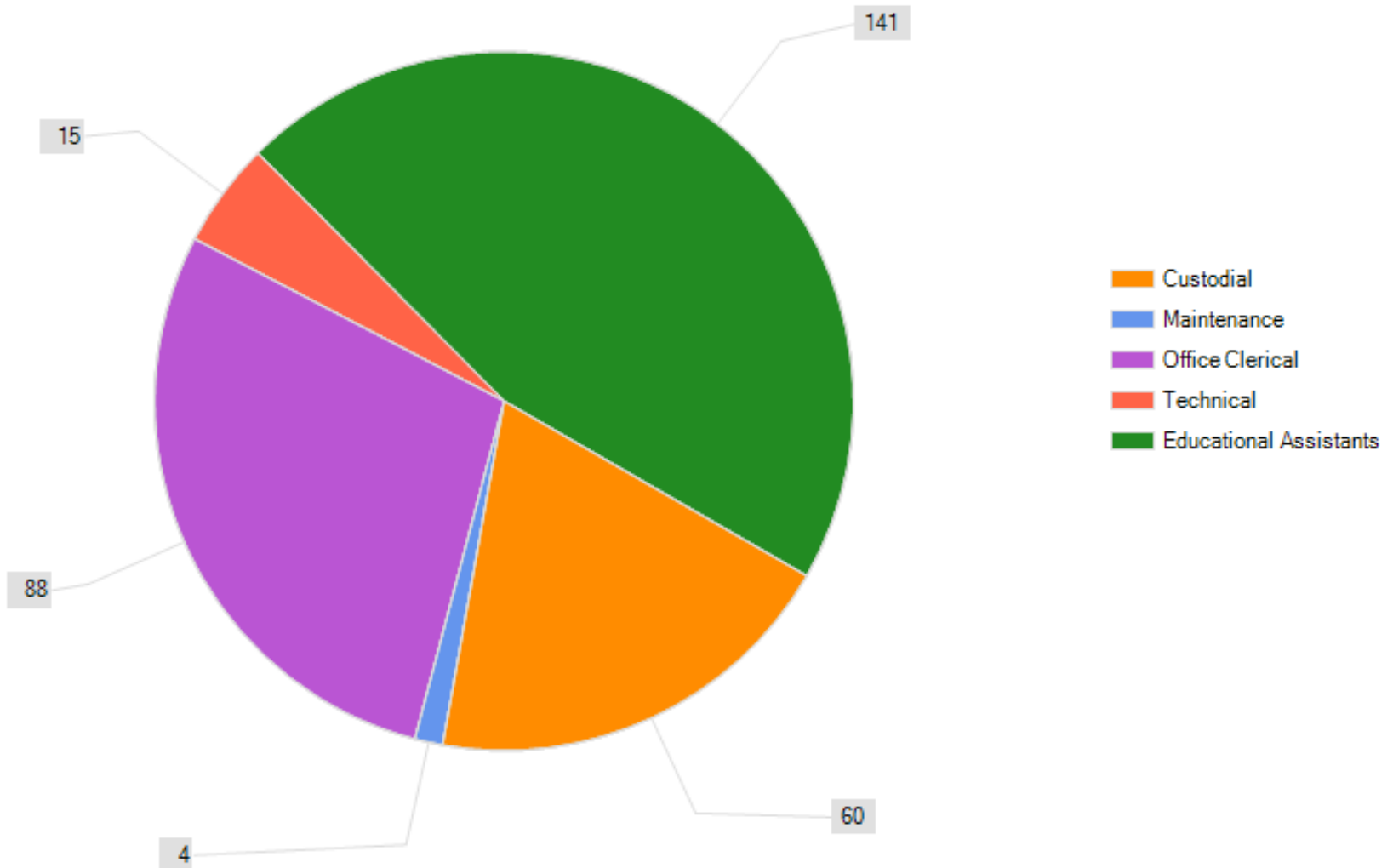




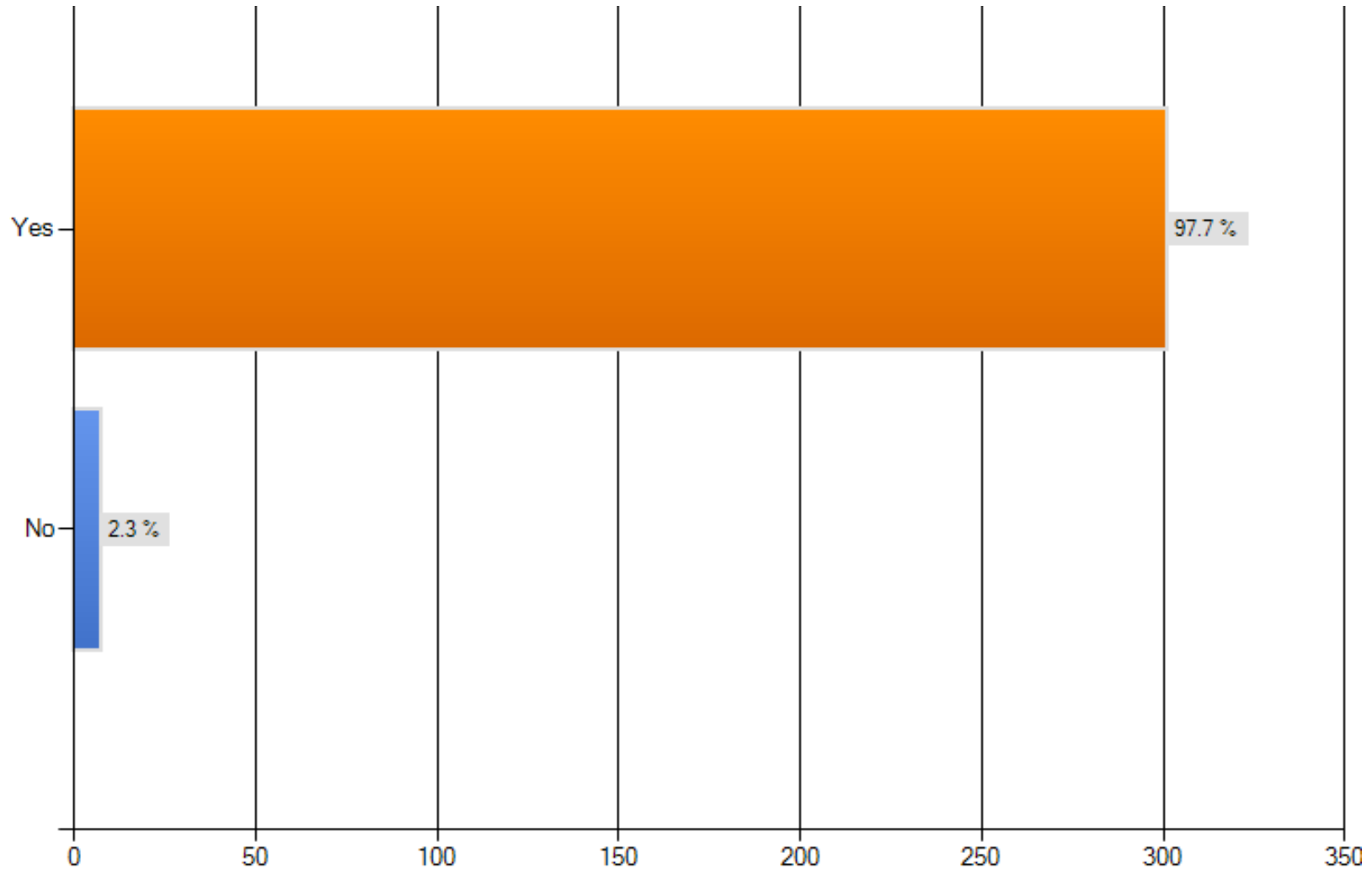
Blue Cross Benefits Satisfaction Survey ~
May 2011

What is your occupational group?

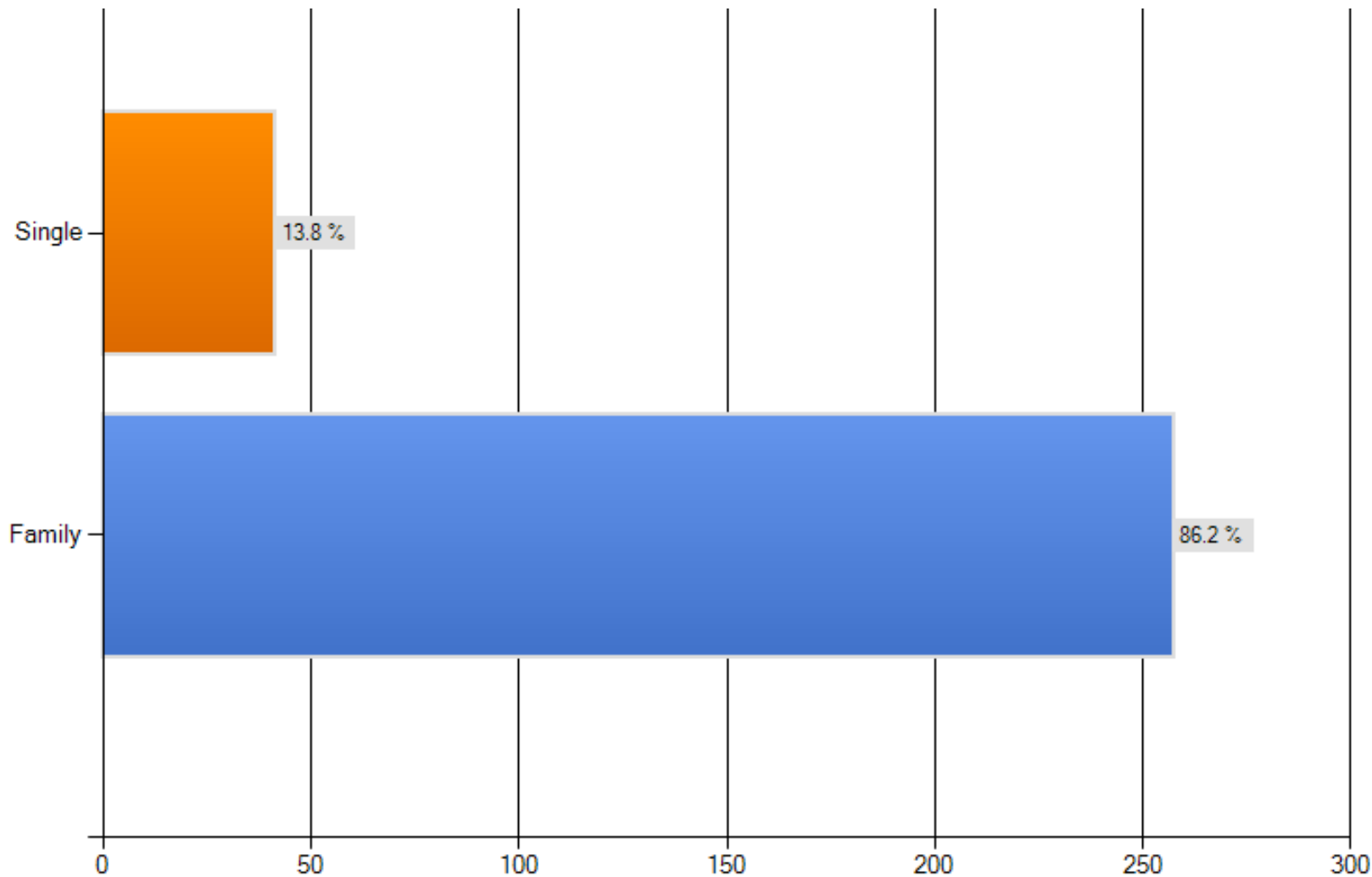
Total respondents ~ 308



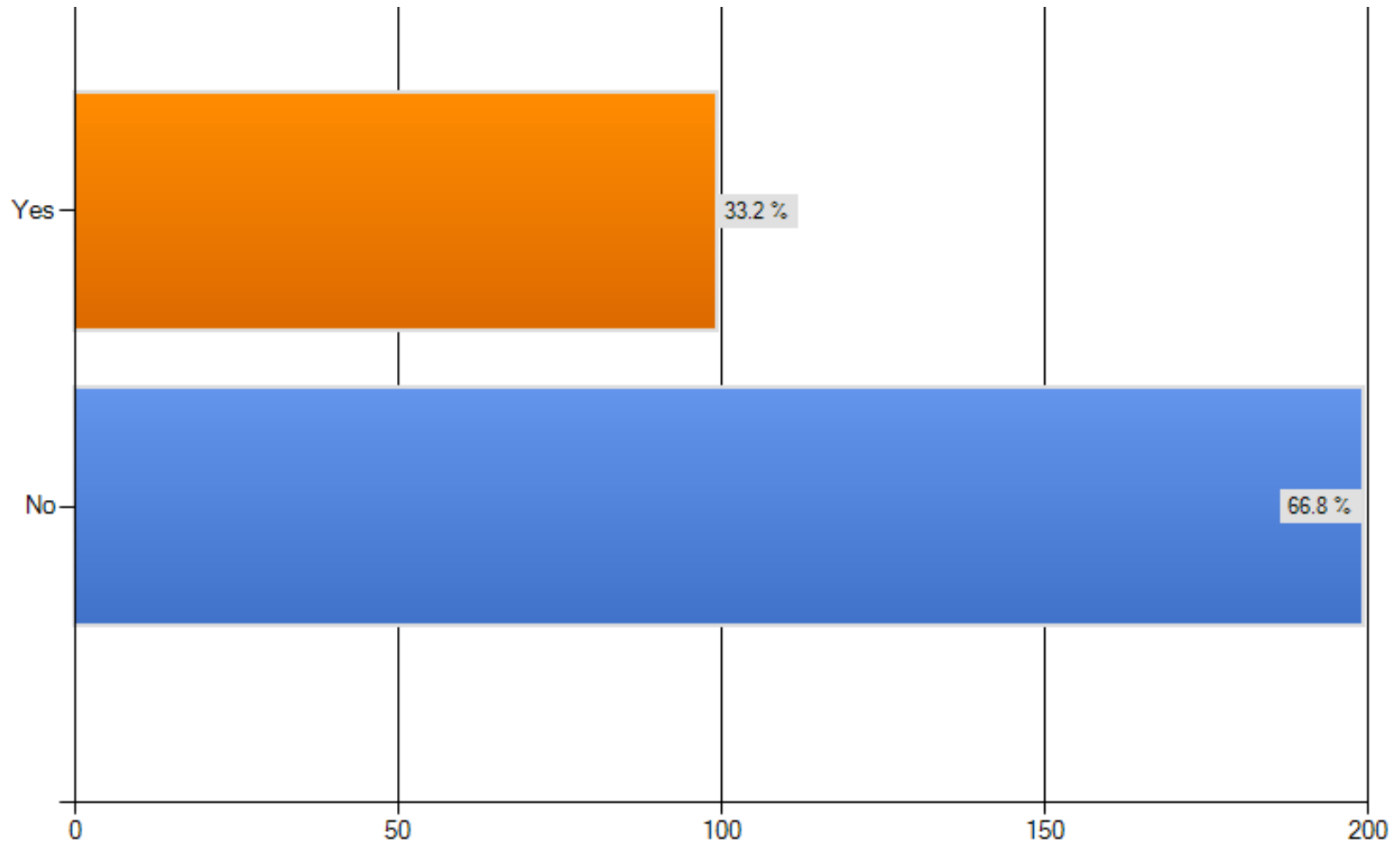
Are you eligible for benefits?



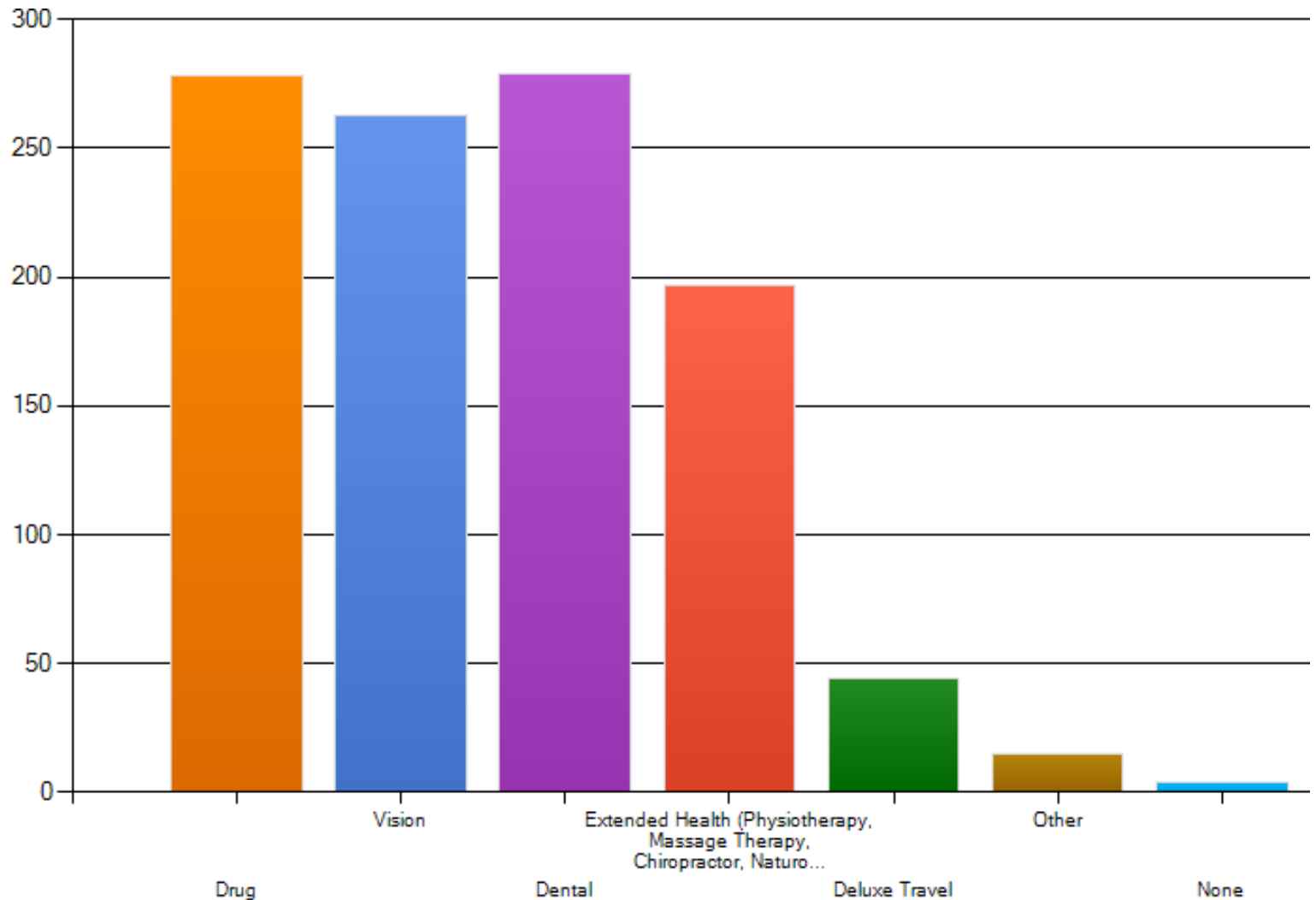
Do you have single or family coverage?



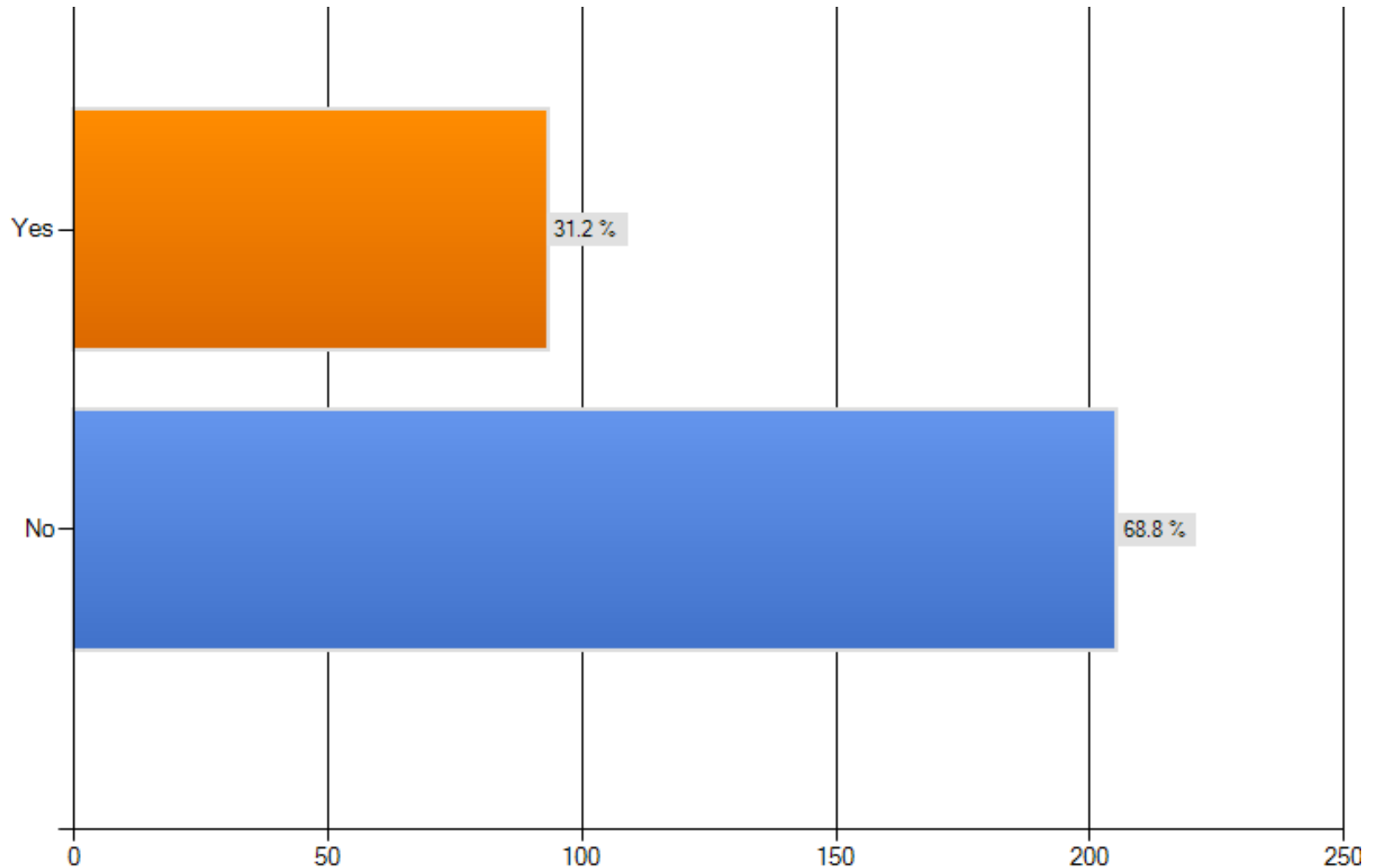
Are you covered by an additional benefit plan?



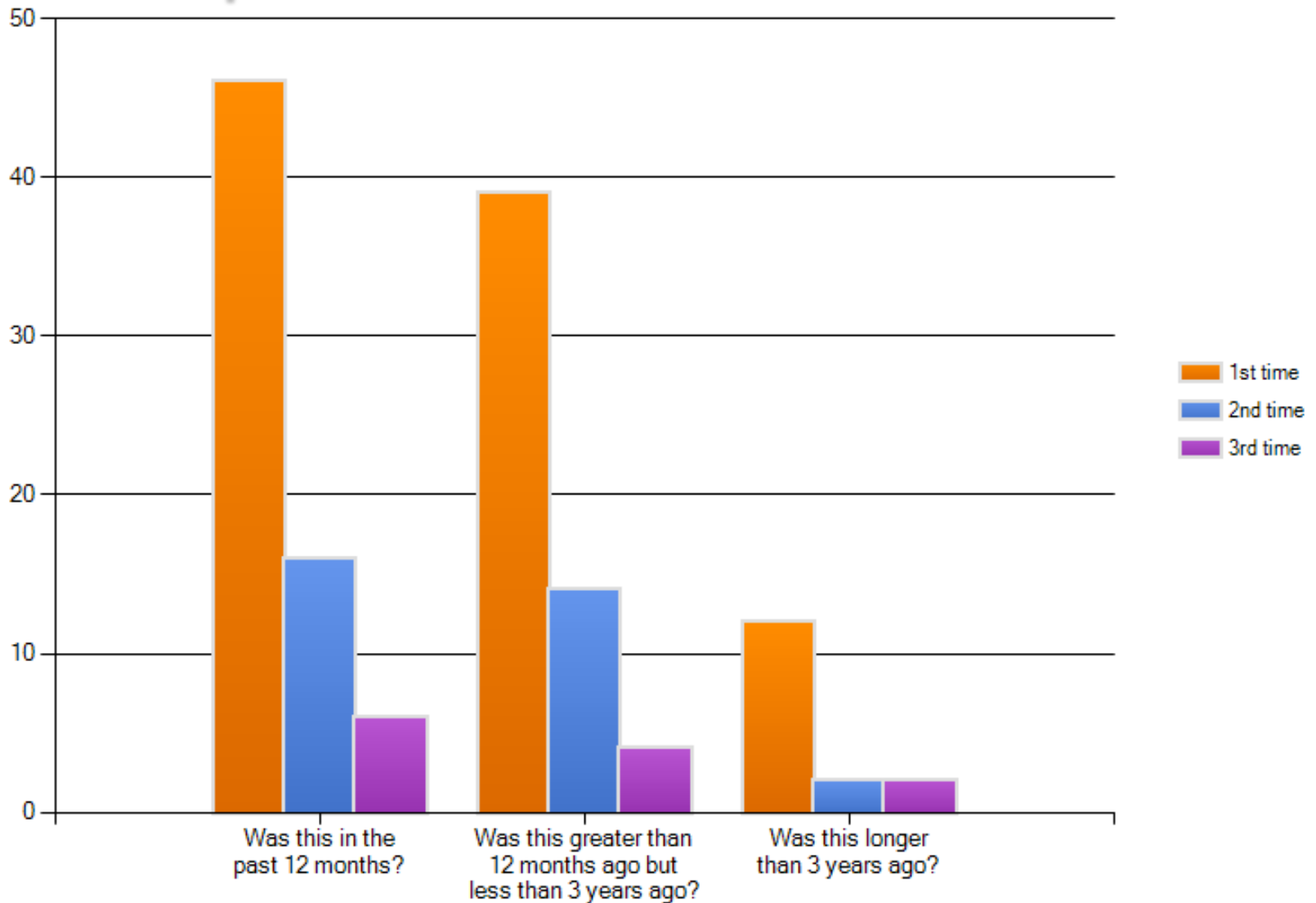
What benefits does your family access?



Have you been denied coverage for an item you thought was covered?



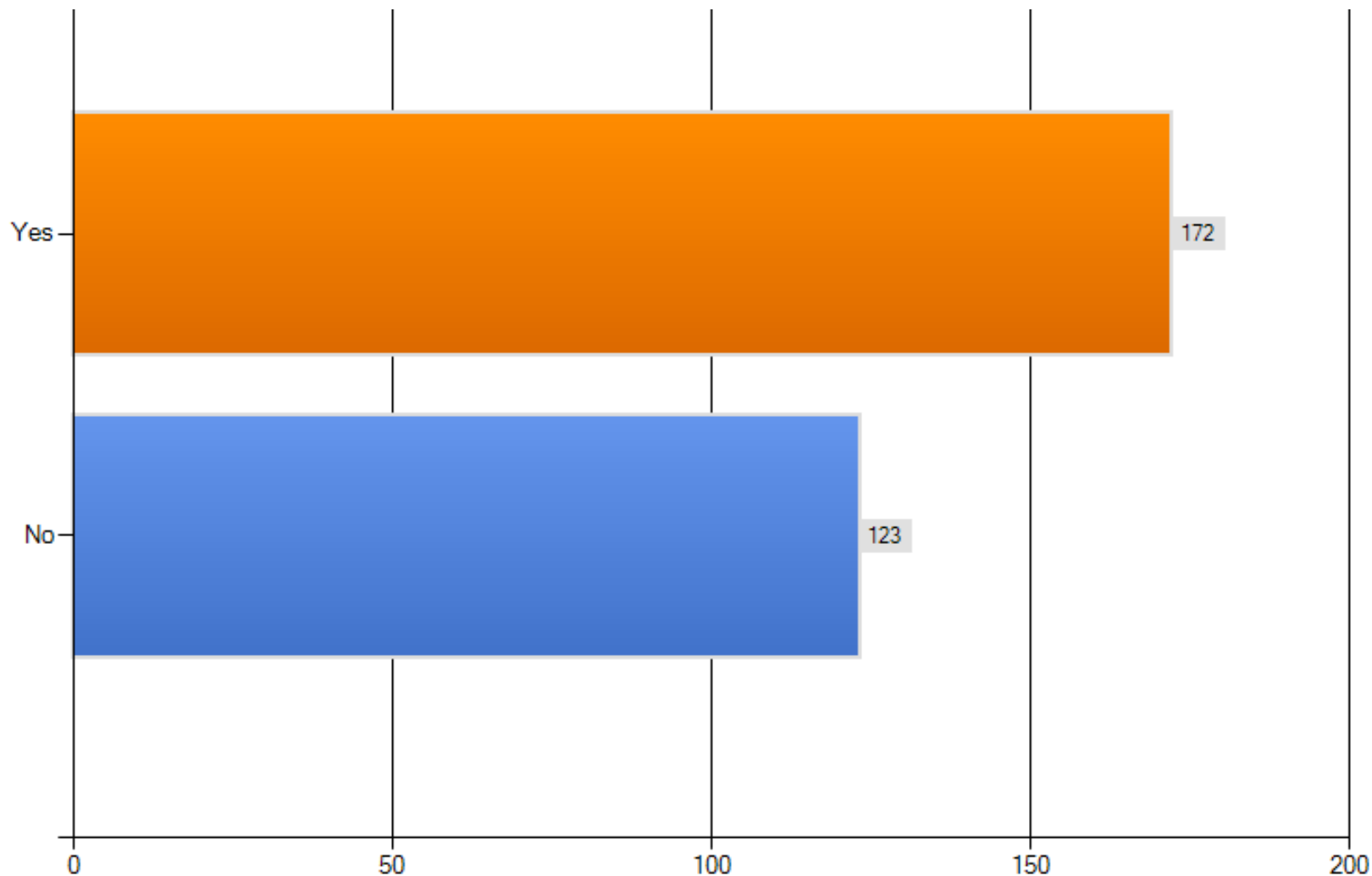
When did the denial of coverage take place?



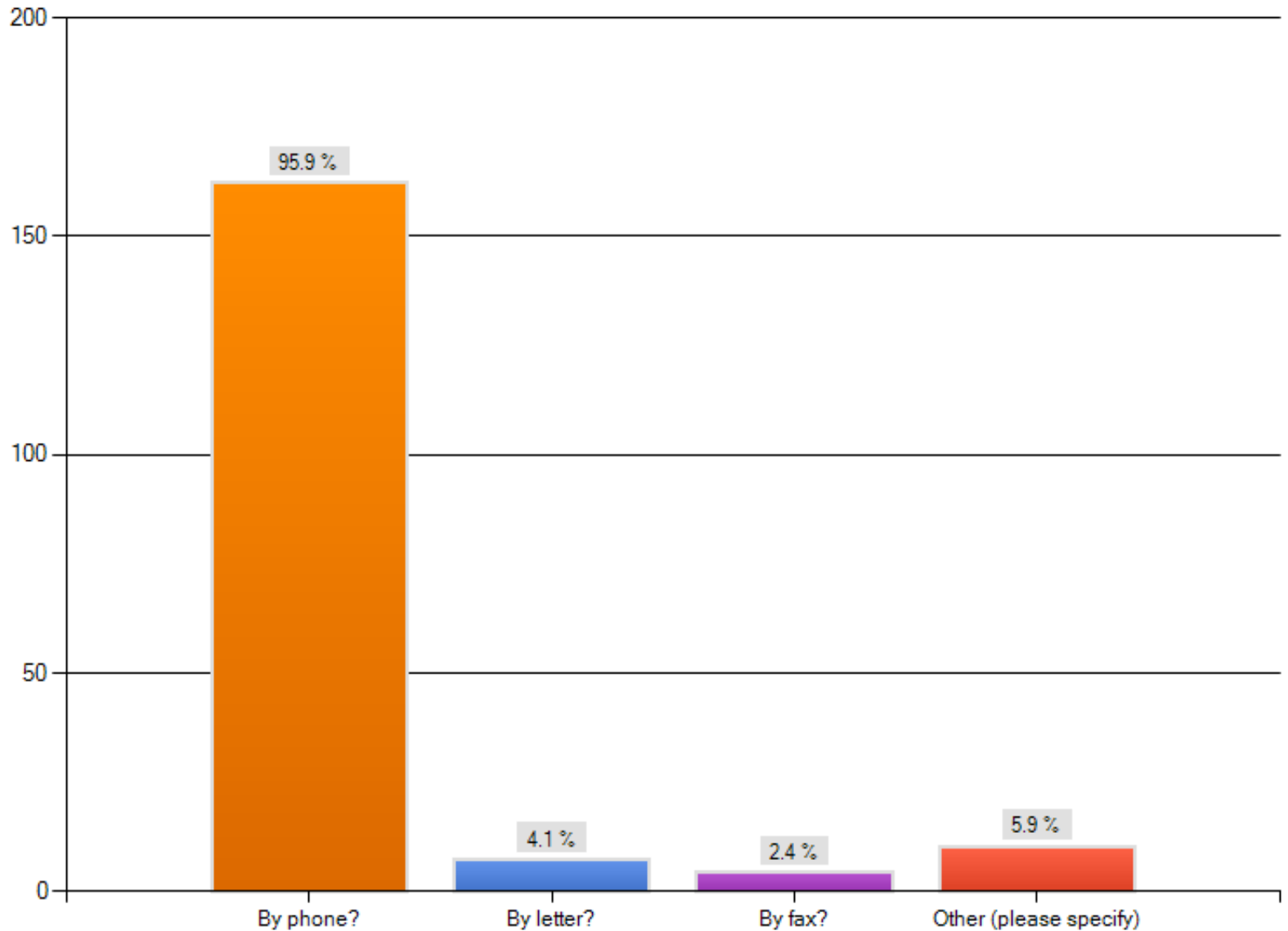
What item was denied? (top 8)

- ⊕ Some prescription drugs
- ⊕ Dental – Max amount not enough (\$1500/yr) or % at which items are covered isn't enough
- ⊕ Massage therapy – didn't know they needed a note
- ⊕ Arm/wrist splints/brace and other equipment
- ⊕ Smoking cessation products
- ⊕ Braces (orthodontics)
- ⊕ Vision test and glasses
- ⊕ Orthotics

Have you ever contacted Blue Cross?



How did you contact Blue Cross?

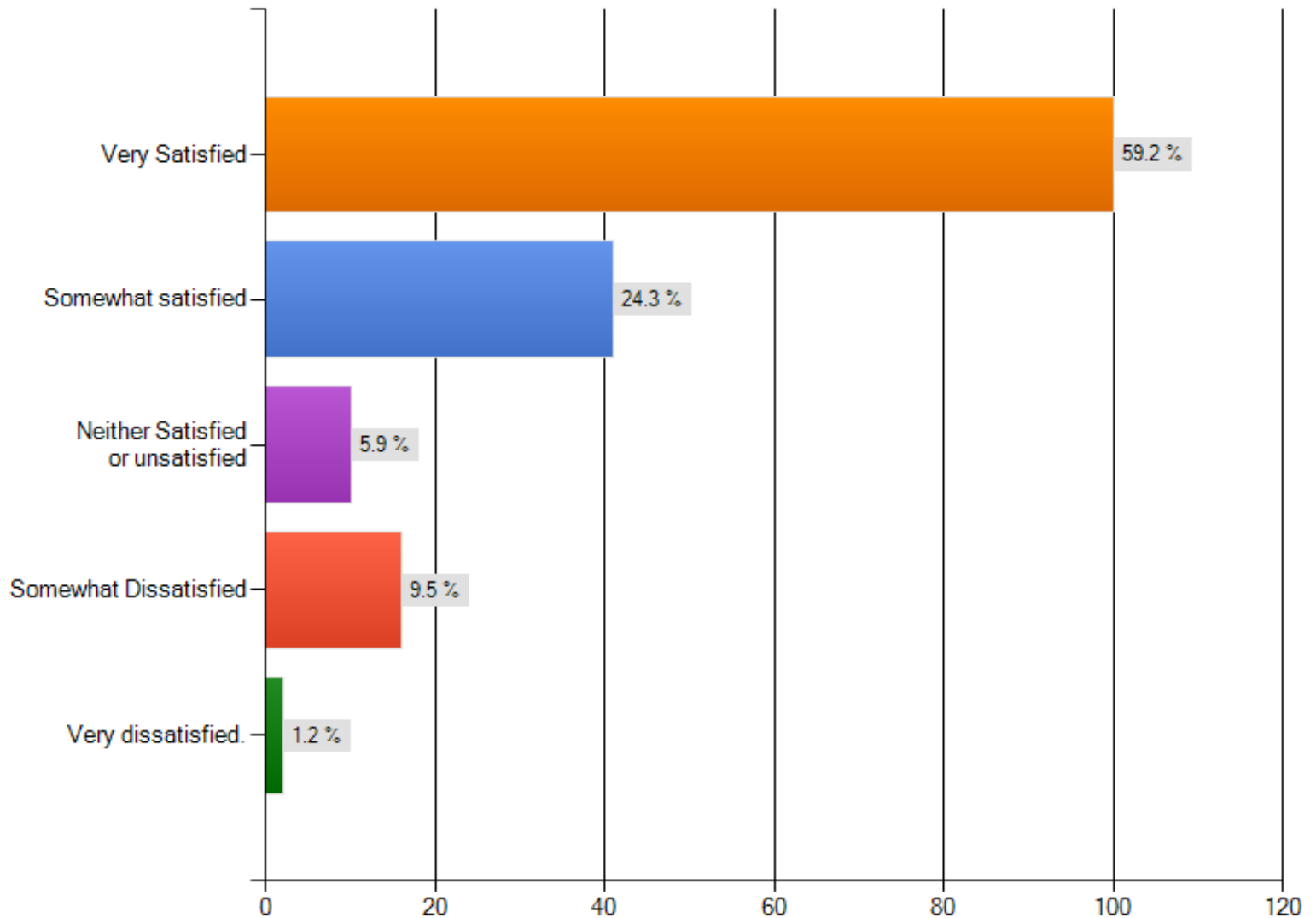


How was Blue Cross contacted? In the Other category.

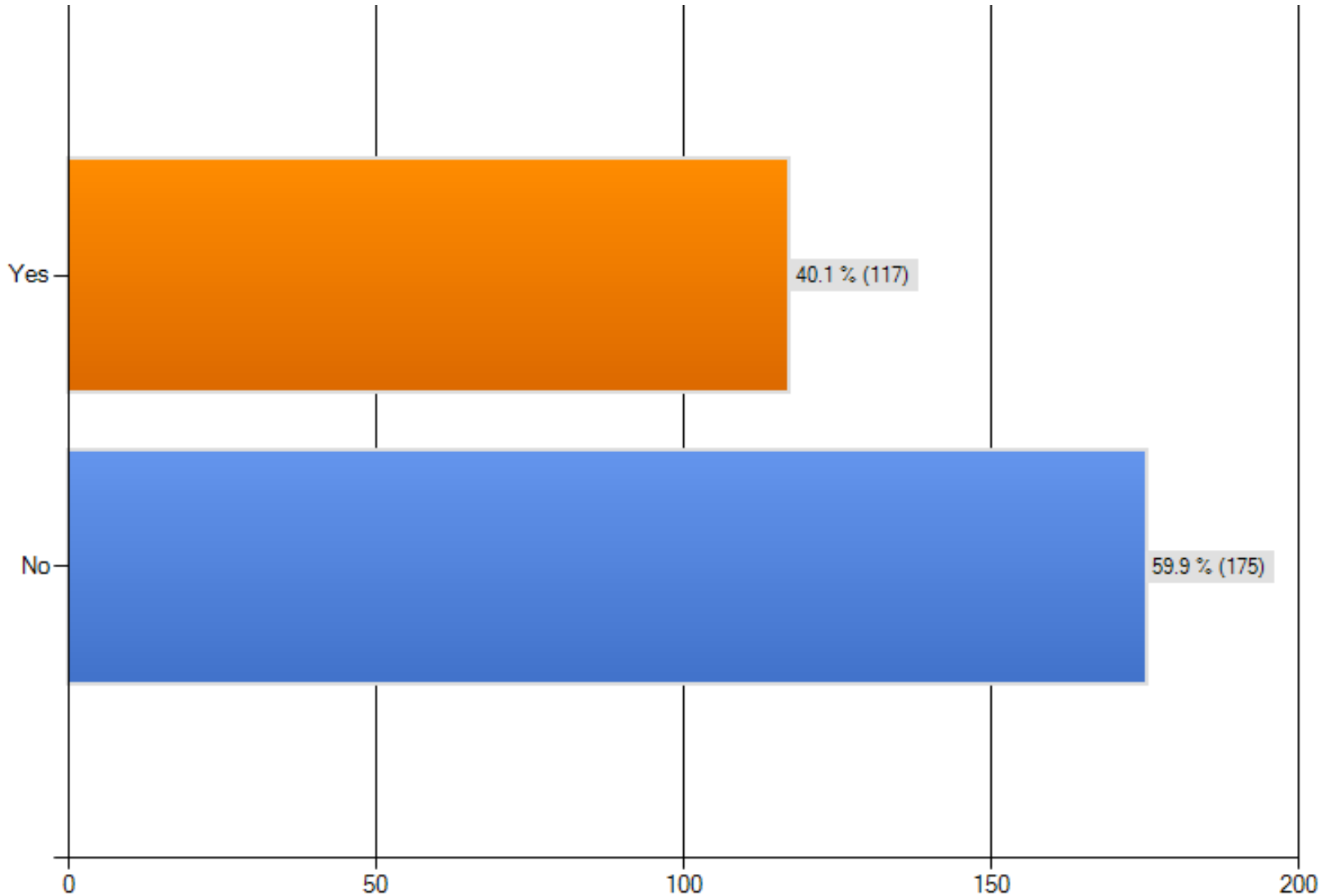
- ⊕ Email to Blue Cross

- ⊕ Contacting Brenda Roberge to contact Blue Cross

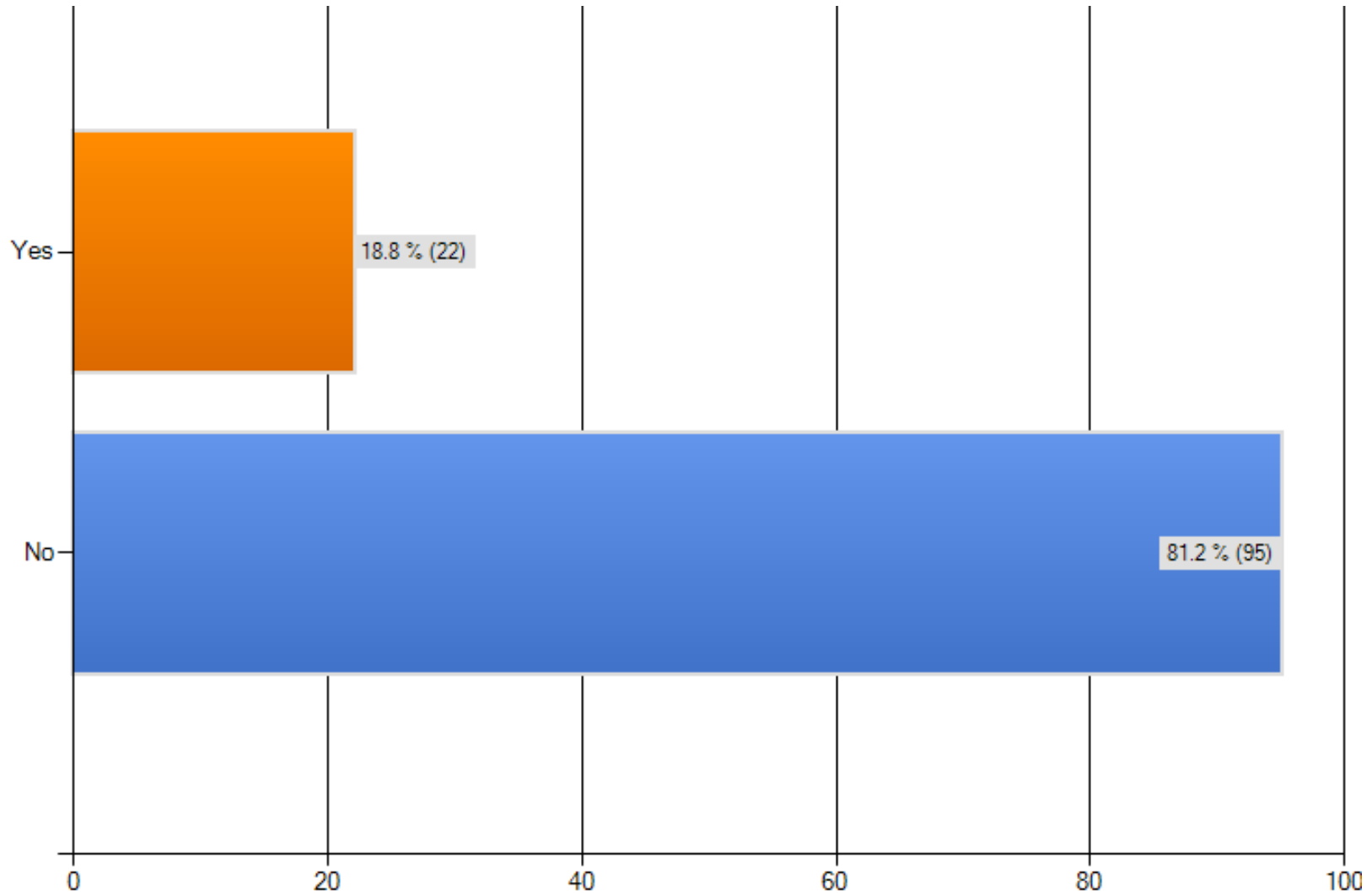
Rate your overall satisfaction with Blue Cross.



Have you ever used the Blue Cross website?



Were there any difficulties using the Blue Cross website?



Suggestions for future enhancement to benefits. (top 3)

1. Vision (increase the limit)
2. Dental / Orthodontics (Increase the limits)
3. Massage Therapy (increase the limit)



Your CUPE 997 Executive thank all who participated in this survey by sharing you and your families experiences with Blue Cross