

2022-2023

# Aflac WorkForces Report

## Insights for midsize businesses

### DID YOU KNOW?



**73% of midsize-business (100-499) workers** say it is extremely or very important that they have access to a benefits advisor during their benefits enrollment. This is higher than their peers at small businesses with fewer than 100 employees (**64%**) and large businesses with 500 or more employees (**61%**). It shows that these employees place a high value on their employers' offering the option to speak to a benefits expert either in person, online or over the phone.

### HEALTH, WELLNESS + THE POWER OF BENEFITS



**51% of midsize-business employees** state their personal mental health negatively affected their productivity last year. **All company sizes: 46%.**

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**60% of employees** say they couldn't pay \$1,000 in out-of-pocket costs. **All company sizes: 58%.**

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**78% of employers** believe their employees can financially meet their health care obligations. **All company sizes: 78%.**

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### THE STATE OF WORKPLACE BENEFITS



**94% of employees** say their supplemental insurance policy helps to protect their income. **All company sizes: 91%.**



**67% of employers** who offer supplemental insurance believe these benefits help with recruitment. **All company sizes: 77%.**

**71% of employers** say they help with retention. **All company sizes: 80%.**

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**73% of employers** experienced an increase in benefits costs in the past year. **All company sizes: 71%.**

**52% of employers** report benefits claims increased primarily due to rising prescription drug prices, medical care and mental health issues likely as a result of delayed visits during COVID-19. **All company sizes: 58%.**

## BENEFITS ENROLLMENT + THE INFORMED BENEFITS CONSUMER



**73% of midsize-business employers** think employees understand costs well. **All company sizes: 76%.**

**57% of employees** say they do. **All company sizes: 52%.**

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**73% of the workforce** say it's important to have access to a benefits advisor. **All company sizes: 65%.**

- **63%** prefer in-person meeting. **All company sizes: 55%.**
  - **50%** prefer on the phone. **All company sizes: 47%.**
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**56% of employees** say medical bill negotiation is stressful. **All company sizes: 56%.**

**53% of employees** say the same about trying to understand what insurance or benefits they need. **All company sizes: 55%.**

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**61% of employees** believe their organizations care about their overall mental health and physical well-being at least a moderate amount. **All company sizes: 56%.**



### About the Study

The 2022-2023 Aflac WorkForces Report is the 12th annual Aflac employee study examining benefits trends and attitudes. Conducted by Kantar on behalf of Aflac, the employee survey took place online between Aug. 31, 2022, and Sept. 20, 2022, and the employer survey took place online between Sept. 7, 2022, and Sept. 22, 2022. Throughout this report, some percentages may not add up to 100% due to rounding. The surveys captured responses from 1,200 employers and 2,001 employees across the United States. For more information, visit [aflacworkforcesreport.com](https://aflacworkforcesreport.com). Aflac includes Aflac and/or Aflac New York and/or Continental American Insurance Company and /or Continental American Life Insurance Company.