

National Tracking Poll

Project: 2210122

N Size: 1000 US Insurance Consumers

Margin of Error: $\pm 3\%$

October 18-21, 2022

Topline Report

| Question | Response | Frequency | Percentage |
|----------|--|-----------|------------|
| OSCR1_1 | <i>How well does this statement describe you or your situation? I could handle a major unexpected expense</i> | | |
| | Completely | 120 | 12% |
| | Very well | 147 | 15% |
| | Somewhat | 218 | 22% |
| | Very little | 207 | 21% |
| | Not at all | 307 | 31% |
| OSCR1_2 | <i>How well does this statement describe you or your situation? I am securing my financial future</i> | | |
| | Completely | 125 | 12% |
| | Very well | 142 | 14% |
| | Somewhat | 300 | 30% |
| | Very little | 220 | 22% |
| | Not at all | 214 | 21% |
| OSCR1_3 | <i>How well does this statement describe you or your situation? Because of my money situation, I feel like I will never have the things I want in life</i> | | |
| | Completely | 211 | 21% |
| | Very well | 150 | 15% |
| | Somewhat | 262 | 26% |
| | Very little | 188 | 19% |
| | Not at all | 189 | 19% |
| OSCR1_4 | <i>How well does this statement describe you or your situation? I can enjoy life because of the way I'm managing my money</i> | | |
| | Completely | 127 | 13% |
| | Very well | 140 | 14% |
| | Somewhat | 325 | 32% |
| | Very little | 244 | 24% |
| | Not at all | 165 | 16% |

| Question | Response | Frequency | Percentage |
|----------|--|-----------|------------|
| OSCR1_5 | <i>How well does this statement describe you or your situation? I am just getting by financially</i> | | |
| | Completely | 224 | 22% |
| | Very well | 156 | 16% |
| | Somewhat | 307 | 31% |
| | Very little | 153 | 15% |
| | Not at all | 160 | 16% |
| OSCR1_6 | <i>How well does this statement describe you or your situation? I am concerned that the money I have or will save won't last</i> | | |
| | Completely | 291 | 29% |
| | Very well | 176 | 18% |
| | Somewhat | 284 | 28% |
| | Very little | 130 | 13% |
| | Not at all | 120 | 12% |
| OSCR2_1 | <i>How often does this statement apply to you? Giving a gift for a wedding, birthday or other occasion would put a strain on my finances for the month</i> | | |
| | Always | 162 | 16% |
| | Often | 164 | 16% |
| | Sometimes | 267 | 27% |
| | Rarely | 179 | 18% |
| | Never | 227 | 23% |
| OSCR2_2 | <i>How often does this statement apply to you? I have money left over at the end of the month</i> | | |
| | Always | 164 | 16% |
| | Often | 136 | 14% |
| | Sometimes | 245 | 24% |
| | Rarely | 261 | 26% |
| | Never | 194 | 19% |
| OSCR2_3 | <i>How often does this statement apply to you? I am behind with my finances</i> | | |
| | Always | 115 | 12% |
| | Often | 106 | 11% |
| | Sometimes | 207 | 21% |
| | Rarely | 237 | 24% |
| | Never | 335 | 33% |
| OSCR2_4 | <i>How often does this statement apply to you? My finances control my life</i> | | |
| | Always | 164 | 16% |
| | Often | 181 | 18% |
| | Sometimes | 288 | 29% |
| | Rarely | 171 | 17% |
| | Never | 196 | 20% |

| Question | Response | Frequency | Percentage | |
|------------|--|--------------|------------|-----|
| OSCR3_1NET | <i>Thinking about everything you have heard and seen on the news or social media recently, which of the following would you say you hear a lot about? Please select all that apply. The COVID-19 pandemic and other health crises (i.e. monkeypox, future pandemics, etc.)</i> | Selected | 513 | 51% |
| | | Not Selected | 487 | 49% |
| | | | | |
| OSCR3_2NET | <i>Thinking about everything you have heard and seen on the news or social media recently, which of the following would you say you hear a lot about? Please select all that apply. The state of the economy (i.e. recession, inflation, stock market, etc.)</i> | Selected | 742 | 74% |
| | | Not Selected | 258 | 26% |
| | | | | |
| OSCR3_3NET | <i>Thinking about everything you have heard and seen on the news or social media recently, which of the following would you say you hear a lot about? Please select all that apply. Racial equality</i> | Selected | 358 | 36% |
| | | Not Selected | 642 | 64% |
| | | | | |
| OSCR3_4NET | <i>Thinking about everything you have heard and seen on the news or social media recently, which of the following would you say you hear a lot about? Please select all that apply. Economic equality</i> | Selected | 299 | 30% |
| | | Not Selected | 701 | 70% |
| | | | | |
| OSCR3_5NET | <i>Thinking about everything you have heard and seen on the news or social media recently, which of the following would you say you hear a lot about? Please select all that apply. Shortages of essential products</i> | Selected | 425 | 43% |
| | | Not Selected | 575 | 57% |
| | | | | |
| OSCR3_6NET | <i>Thinking about everything you have heard and seen on the news or social media recently, which of the following would you say you hear a lot about? Please select all that apply. Political environment in the U.S.</i> | Selected | 527 | 53% |
| | | Not Selected | 473 | 47% |
| | | | | |
| OSCR3_7NET | <i>Thinking about everything you have heard and seen on the news or social media recently, which of the following would you say you hear a lot about? Please select all that apply. None of the above</i> | Selected | 94 | 9% |
| | | Not Selected | 906 | 91% |
| | | | | |

| Question | Response | Frequency | Percentage |
|----------|---|-----------|------------|
| OSCR4_1 | <i>And at this moment, how concerned are you, if at all, with each of the following? The COVID-19 pandemic and other health crises (i.e. monkeypox, future pandemics, etc.)</i> | | |
| | Extremely concerned | 166 | 17% |
| | Very concerned | 181 | 18% |
| | Somewhat concerned | 327 | 33% |
| | Not very concerned | 191 | 19% |
| | Not concerned at all | 135 | 14% |
| OSCR4_2 | <i>And at this moment, how concerned are you, if at all, with each of the following? The state of the economy (i.e. recession, inflation, stock market, etc.)</i> | | |
| | Extremely concerned | 435 | 43% |
| | Very concerned | 319 | 32% |
| | Somewhat concerned | 177 | 18% |
| | Not very concerned | 40 | 4% |
| | Not concerned at all | 29 | 3% |
| OSCR4_3 | <i>And at this moment, how concerned are you, if at all, with each of the following? Racial equality</i> | | |
| | Extremely concerned | 165 | 16% |
| | Very concerned | 204 | 20% |
| | Somewhat concerned | 282 | 28% |
| | Not very concerned | 195 | 19% |
| | Not concerned at all | 155 | 15% |
| OSCR4_4 | <i>And at this moment, how concerned are you, if at all, with each of the following? Economic equality</i> | | |
| | Extremely concerned | 225 | 22% |
| | Very concerned | 244 | 24% |
| | Somewhat concerned | 300 | 30% |
| | Not very concerned | 141 | 14% |
| | Not concerned at all | 90 | 9% |
| OSCR4_5 | <i>And at this moment, how concerned are you, if at all, with each of the following? Shortages of essential products</i> | | |
| | Extremely concerned | 246 | 25% |
| | Very concerned | 272 | 27% |
| | Somewhat concerned | 317 | 32% |
| | Not very concerned | 120 | 12% |
| | Not concerned at all | 45 | 5% |

| Question | Response | Frequency | Percentage |
|----------|--|-----------|------------|
| OSCR4_6 | <i>And at this moment, how concerned are you, if at all, with each of the following? Political environment in the U.S.</i> | | |
| | Extremely concerned | 362 | 36% |
| | Very concerned | 284 | 28% |
| | Somewhat concerned | 238 | 24% |
| | Not very concerned | 64 | 6% |
| | Not concerned at all | 52 | 5% |
| OSCR5 | <i>Which of the following is your top concern when considering the future of your personal health care?</i> | | |
| | The COVID-19 pandemic and other health crises (i.e. monkeypox, future pandemics, etc.) | 248 | 25% |
| | The state of the economy (i.e. recession, inflation, stock market, etc.) | 440 | 44% |
| | Racial equality | 30 | 3% |
| | Economic equality | 78 | 8% |
| | Shortages of essential products | 107 | 11% |
| | Political environment in the U.S. | 98 | 10% |
| OSCR6_1 | <i>How often would you say you do each of the following? Sign up for a health insurance policy</i> | | |
| | More than once a year | 44 | 4% |
| | About once a year | 316 | 32% |
| | About every other year | 85 | 8% |
| | About every few years | 235 | 24% |
| | Never | 319 | 32% |
| OSCR6_2 | <i>How often would you say you do each of the following? Visit your primary health provider</i> | | |
| | More than once a year | 508 | 51% |
| | About once a year | 279 | 28% |
| | About every other year | 49 | 5% |
| | About every few years | 63 | 6% |
| | Never | 100 | 10% |
| OSCR6_3 | <i>How often would you say you do each of the following? Visit a specialist</i> | | |
| | More than once a year | 292 | 29% |
| | About once a year | 223 | 22% |
| | About every other year | 103 | 10% |
| | About every few years | 111 | 11% |
| | Never | 271 | 27% |

| Question | Response | Frequency | Percentage |
|----------|---|-----------|------------|
| OSCR6_4 | <i>How often would you say you do each of the following? Use telehealth / digital services to speak to a provider</i> | | |
| | More than once a year | 177 | 18% |
| | About once a year | 146 | 15% |
| | About every other year | 63 | 6% |
| | About every few years | 63 | 6% |
| | Never | 551 | 55% |
| OSCR6_5 | <i>How often would you say you do each of the following? Receive a vaccine (Flu shot, Covid booster, etc.)</i> | | |
| | More than once a year | 220 | 22% |
| | About once a year | 391 | 39% |
| | About every other year | 58 | 6% |
| | About every few years | 71 | 7% |
| | Never | 260 | 26% |
| OSCR6_6 | <i>How often would you say you do each of the following? Cosmetic procedure</i> | | |
| | More than once a year | 19 | 2% |
| | About once a year | 26 | 3% |
| | About every other year | 29 | 3% |
| | About every few years | 33 | 3% |
| | Never | 893 | 89% |
| OSCR6_7 | <i>How often would you say you do each of the following? Preventative care (Mammogram, Colonoscopy, Pap smear, etc.)</i> | | |
| | More than once a year | 90 | 9% |
| | About once a year | 308 | 31% |
| | About every other year | 115 | 12% |
| | About every few years | 189 | 19% |
| | Never | 298 | 30% |
| OSCR6_8 | <i>How often would you say you do each of the following? Routine medical screening (STD/STI tests, Eye exams, Blood pressure screening, etc.)</i> | | |
| | More than once a year | 319 | 32% |
| | About once a year | 367 | 37% |
| | About every other year | 74 | 7% |
| | About every few years | 91 | 9% |
| | Never | 149 | 15% |
| OSCR6_9 | <i>How often would you say you do each of the following? Fill prescriptions</i> | | |
| | More than once a year | 691 | 69% |
| | About once a year | 74 | 7% |
| | About every other year | 40 | 4% |
| | About every few years | 50 | 5% |
| | Never | 145 | 15% |

| Question | Response | Frequency | Percentage |
|----------|--|-----------|------------|
| OSCR7_1 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Sign up for a health insurance policy</i> | | |
| | More frequently than I do now | 47 | 5% |
| | The same frequency | 592 | 59% |
| | Less frequently than I do now | 129 | 13% |
| | Don't know | 233 | 23% |
| OSCR7_2 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Visit your primary health provider</i> | | |
| | More frequently than I do now | 124 | 12% |
| | The same frequency | 734 | 73% |
| | Less frequently than I do now | 62 | 6% |
| | Don't know | 81 | 8% |
| OSCR7_3 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Visit a specialist</i> | | |
| | More frequently than I do now | 98 | 10% |
| | The same frequency | 623 | 62% |
| | Less frequently than I do now | 105 | 11% |
| | Don't know | 174 | 17% |
| OSCR7_4 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Use telehealth / digital services to speak to a provider</i> | | |
| | More frequently than I do now | 100 | 10% |
| | The same frequency | 513 | 51% |
| | Less frequently than I do now | 144 | 14% |
| | Don't know | 243 | 24% |
| OSCR7_5 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Receive a vaccine (Flu shot, Covid booster, etc.)</i> | | |
| | More frequently than I do now | 68 | 7% |
| | The same frequency | 708 | 71% |
| | Less frequently than I do now | 93 | 9% |
| | Don't know | 131 | 13% |
| OSCR7_6 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Cosmetic procedure</i> | | |
| | More frequently than I do now | 21 | 2% |
| | The same frequency | 451 | 45% |
| | Less frequently than I do now | 148 | 15% |
| | Don't know | 380 | 38% |

| Question | Response | Frequency | Percentage |
|----------|--|-----------|------------|
| OSCR7_7 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Preventative care (Mammogram, Colonoscopy, Pap smear, etc.)</i> | | |
| | More frequently than I do now | 85 | 8% |
| | The same frequency | 661 | 66% |
| | Less frequently than I do now | 93 | 9% |
| | Don't know | 162 | 16% |
| OSCR7_8 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Routine medical screening (STD/STI tests, Eye exams, Blood pressure screening, etc.)</i> | | |
| | More frequently than I do now | 103 | 10% |
| | The same frequency | 719 | 72% |
| | Less frequently than I do now | 65 | 7% |
| | Don't know | 113 | 11% |
| OSCR7_9 | <i>Now, compared to your current frequency, how often do you expect to do each of the following in the next year? Fill prescriptions</i> | | |
| | More frequently than I do now | 112 | 11% |
| | The same frequency | 736 | 74% |
| | Less frequently than I do now | 50 | 5% |
| | Don't know | 102 | 10% |
| OSCR8 | <i>To what extent, if at all, is the current and evolving economic situation likely to affect your overall spending on health care?</i> | | |
| | I will spend more on health care | 216 | 22% |
| | My spending will not change | 669 | 67% |
| | I will spend less on health care | 115 | 11% |
| OSCR9_1 | <i>Thinking about how the current and evolving economic situation affects your health insurance choices, how likely are you to take each of the following actions, if at all? Consider a new brand of health insurance</i> | | |
| | Very likely | 73 | 7% |
| | Somewhat likely | 187 | 19% |
| | Not too likely | 201 | 20% |
| | Not likely at all | 394 | 39% |
| | Don't know / No opinion | 144 | 14% |

| Question | Response | Frequency | Percentage |
|----------|--|-----------|------------|
| OSCR9_2 | <i>Thinking about how the current and evolving economic situation affects your health insurance choices, how likely are you to take each of the following actions, if at all? Opt out of dental or vision insurance</i> | | |
| | Very likely | 47 | 5% |
| | Somewhat likely | 93 | 9% |
| | Not too likely | 205 | 21% |
| | Not likely at all | 465 | 47% |
| | Don't know / No opinion | 190 | 19% |
| OSCR9_3 | <i>Thinking about how the current and evolving economic situation affects your health insurance choices, how likely are you to take each of the following actions, if at all? Select less health insurance coverage</i> | | |
| | Very likely | 37 | 4% |
| | Somewhat likely | 90 | 9% |
| | Not too likely | 204 | 20% |
| | Not likely at all | 529 | 53% |
| | Don't know / No opinion | 140 | 14% |
| OSCR9_4 | <i>Thinking about how the current and evolving economic situation affects your health insurance choices, how likely are you to take each of the following actions, if at all? Opt out of health insurance coverage</i> | | |
| | Very likely | 35 | 4% |
| | Somewhat likely | 61 | 6% |
| | Not too likely | 145 | 15% |
| | Not likely at all | 638 | 64% |
| | Don't know / No opinion | 120 | 12% |
| OSCR9_5 | <i>Thinking about how the current and evolving economic situation affects your health insurance choices, how likely are you to take each of the following actions, if at all? Change my job / employer for health insurance that better suits me (N=273)</i> | | |
| | Very likely | 18 | 7% |
| | Somewhat likely | 39 | 14% |
| | Not too likely | 51 | 19% |
| | Not likely at all | 119 | 44% |
| | Don't know / No opinion | 45 | 17% |
| OSCR9_6 | <i>Thinking about how the current and evolving economic situation affects your health insurance choices, how likely are you to take each of the following actions, if at all? Relocate for health insurance that better suits me</i> | | |
| | Very likely | 42 | 4% |
| | Somewhat likely | 98 | 10% |
| | Not too likely | 154 | 15% |
| | Not likely at all | 574 | 57% |
| | Don't know / No opinion | 133 | 13% |

| Question | Response | Frequency | Percentage |
|-------------|---|-----------|------------|
| OSCR9_7 | <i>Thinking about how the current and evolving economic situation affects your health insurance choices, how likely are you to take each of the following actions, if at all? Consider a lower paying job for health insurance that better suits me (N=273)</i> | | |
| | Very likely | 11 | 4% |
| | Somewhat likely | 37 | 13% |
| | Not too likely | 60 | 22% |
| | Not likely at all | 118 | 43% |
| | Don't know / No opinion | 47 | 17% |
| OSCR9_8 | <i>Thinking about how the current and evolving economic situation affects your health insurance choices, how likely are you to take each of the following actions, if at all? Consider signing up for health insurance coverage (N=124)</i> | | |
| | Very likely | 18 | 14% |
| | Somewhat likely | 41 | 33% |
| | Not too likely | 14 | 11% |
| | Not likely at all | 22 | 17% |
| | Don't know / No opinion | 30 | 24% |
| OSCR10_1NET | <i>Which of the following explains why you feel your health care spending will increase? Please select all that apply. Prices are going up, so I will have to spend more (N=216)</i> | | |
| | Selected | 168 | 78% |
| | Not Selected | 49 | 22% |
| OSCR10_2NET | <i>Which of the following explains why you feel your health care spending will increase? Please select all that apply. I will be spending more for myself (N=216)</i> | | |
| | Selected | 60 | 28% |
| | Not Selected | 156 | 72% |
| OSCR10_3NET | <i>Which of the following explains why you feel your health care spending will increase? Please select all that apply. I will be spending more for others (N=216)</i> | | |
| | Selected | 27 | 12% |
| | Not Selected | 190 | 88% |
| OSCR10_4NET | <i>Which of the following explains why you feel your health care spending will increase? Please select all that apply. I will be upgrading the type of care I receive (N=216)</i> | | |
| | Selected | 31 | 14% |
| | Not Selected | 186 | 86% |
| OSCR10_5NET | <i>Which of the following explains why you feel your health care spending will increase? Please select all that apply. Other (please specify) (N=216)</i> | | |
| | Selected | 6 | 3% |
| | Not Selected | 211 | 97% |

| Question | Response | Frequency | Percentage |
|-------------|---|-----------|------------|
| OSCR11_1NET | <i>Which of the following explains why you feel your health care spending will decrease? Please select all that apply. Prices are going down, so I will spend less (N=115)</i> | | |
| | Selected | 14 | 12% |
| | Not Selected | 100 | 88% |
| OSCR11_2NET | <i>Which of the following explains why you feel your health care spending will decrease? Please select all that apply. I will be buying less for myself (N=115)</i> | | |
| | Selected | 48 | 41% |
| | Not Selected | 67 | 59% |
| OSCR11_3NET | <i>Which of the following explains why you feel your health care spending will decrease? Please select all that apply. I will be buying less for others (N=115)</i> | | |
| | Selected | 21 | 18% |
| | Not Selected | 94 | 82% |
| OSCR11_4NET | <i>Which of the following explains why you feel your health care spending will decrease? Please select all that apply. I will be downgrading the type of care I receive (N=115)</i> | | |
| | Selected | 13 | 12% |
| | Not Selected | 101 | 88% |
| OSCR11_5NET | <i>Which of the following explains why you feel your health care spending will decrease? Please select all that apply. I will be shopping at less expensive stores / brands (N=115)</i> | | |
| | Selected | 32 | 28% |
| | Not Selected | 83 | 72% |
| OSCR11_6NET | <i>Which of the following explains why you feel your health care spending will decrease? Please select all that apply. Prices of non-health care products and services will increase, so I will have to spend less on health care products and services (N=115)</i> | | |
| | Selected | 45 | 39% |
| | Not Selected | 70 | 61% |
| OSCR11_7NET | <i>Which of the following explains why you feel your health care spending will decrease? Please select all that apply. Other (please specify) (N=115)</i> | | |
| | Selected | 13 | 11% |
| | Not Selected | 102 | 89% |
| OSCR12 | <i>Overall, how satisfied are you with your current health insurance plan? (N=876)</i> | | |
| | Very satisfied | 471 | 54% |
| | Somewhat satisfied | 316 | 36% |
| | Somewhat dissatisfied | 37 | 4% |
| | Very dissatisfied | 27 | 3% |
| | Don't know / No opinion | 26 | 3% |

| Question | Response | Frequency | Percentage |
|----------|---|-----------|------------|
| OSCR13 | <i>Now, compared with a year ago, do you find that you are more or less satisfied with your health insurance? (N=876)</i> | | |
| | More satisfied | 180 | 21% |
| | About the same satisfaction | 651 | 74% |
| | Less satisfied | 45 | 5% |
| OSCR14_1 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Availability of in-network doctors and hospitals (N=876)</i> | | |
| | Very satisfied | 408 | 47% |
| | Somewhat satisfied | 302 | 34% |
| | Somewhat dissatisfied | 53 | 6% |
| | Very dissatisfied | 26 | 3% |
| | Don't know / No opinion | 87 | 10% |
| OSCR14_2 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Vision, hearing or dental benefits (N=876)</i> | | |
| | Very satisfied | 264 | 30% |
| | Somewhat satisfied | 280 | 32% |
| | Somewhat dissatisfied | 97 | 11% |
| | Very dissatisfied | 93 | 11% |
| | Don't know / No opinion | 143 | 16% |
| OSCR14_3 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Specialist referral policy (N=876)</i> | | |
| | Very satisfied | 351 | 40% |
| | Somewhat satisfied | 273 | 31% |
| | Somewhat dissatisfied | 62 | 7% |
| | Very dissatisfied | 18 | 2% |
| | Don't know / No opinion | 173 | 20% |
| OSCR14_4 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Mental health resources (N=876)</i> | | |
| | Very satisfied | 255 | 29% |
| | Somewhat satisfied | 212 | 24% |
| | Somewhat dissatisfied | 47 | 5% |
| | Very dissatisfied | 27 | 3% |
| | Don't know / No opinion | 334 | 38% |
| OSCR14_5 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Prescription drug costs (N=876)</i> | | |
| | Very satisfied | 369 | 42% |
| | Somewhat satisfied | 285 | 33% |
| | Somewhat dissatisfied | 77 | 9% |
| | Very dissatisfied | 48 | 5% |
| | Don't know / No opinion | 96 | 11% |

| Question | Response | Frequency | Percentage |
|-----------|--|-----------|------------|
| OSCR14_6 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Customer service (N=876)</i> | | |
| | Very satisfied | 358 | 41% |
| | Somewhat satisfied | 319 | 36% |
| | Somewhat dissatisfied | 57 | 7% |
| | Very dissatisfied | 28 | 3% |
| | Don't know / No opinion | 114 | 13% |
| OSCR14_7 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Out-of-pocket maximums (N=876)</i> | | |
| | Very satisfied | 299 | 34% |
| | Somewhat satisfied | 301 | 34% |
| | Somewhat dissatisfied | 94 | 11% |
| | Very dissatisfied | 53 | 6% |
| | Don't know / No opinion | 129 | 15% |
| OSCR14_8 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Monthly premiums (N=876)</i> | | |
| | Very satisfied | 354 | 40% |
| | Somewhat satisfied | 268 | 31% |
| | Somewhat dissatisfied | 90 | 10% |
| | Very dissatisfied | 42 | 5% |
| | Don't know / No opinion | 122 | 14% |
| OSCR14_9 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Administrative function (N=876)</i> | | |
| | Very satisfied | 277 | 32% |
| | Somewhat satisfied | 288 | 33% |
| | Somewhat dissatisfied | 50 | 6% |
| | Very dissatisfied | 37 | 4% |
| | Don't know / No opinion | 223 | 25% |
| OSCR14_10 | <i>And, how satisfied or dissatisfied are you with your current health insurer on the following factors? Accessibility/telehealth services (N=876)</i> | | |
| | Very satisfied | 276 | 31% |
| | Somewhat satisfied | 267 | 30% |
| | Somewhat dissatisfied | 51 | 6% |
| | Very dissatisfied | 16 | 2% |
| | Don't know / No opinion | 266 | 30% |

| Question | Response | Frequency | Percentage |
|----------|---|-----------|------------|
| OSCR15 | <i>Compared to 2019 or before the COVID-19 pandemic, how satisfied are you with the coverage offered by your insurance as it relates to telehealth (receiving healthcare services virtually)? (N=876)</i> | | |
| | More satisfied | 181 | 21% |
| | About the same satisfaction | 661 | 75% |
| | Less satisfied | 34 | 4% |
| OSCR16_1 | <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Availability of in-network doctors and hospitals (N=876)</i> | | |
| | Has greatly improved | 86 | 10% |
| | Has somewhat improved | 91 | 10% |
| | Has not changed at all | 531 | 61% |
| | Has somewhat worsened | 42 | 5% |
| | Has greatly worsened | 17 | 2% |
| | Don't know / No opinion | 108 | 12% |
| OSCR16_2 | <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Vision, hearing or dental benefits (N=876)</i> | | |
| | Has greatly improved | 75 | 9% |
| | Has somewhat improved | 105 | 12% |
| | Has not changed at all | 468 | 53% |
| | Has somewhat worsened | 48 | 6% |
| | Has greatly worsened | 26 | 3% |
| | Don't know / No opinion | 154 | 18% |
| OSCR16_3 | <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Specialist referral policy (N=876)</i> | | |
| | Has greatly improved | 72 | 8% |
| | Has somewhat improved | 84 | 10% |
| | Has not changed at all | 513 | 59% |
| | Has somewhat worsened | 37 | 4% |
| | Has greatly worsened | 11 | 1% |
| | Don't know / No opinion | 159 | 18% |

| Question | Response | Frequency | Percentage |
|--|--|----------------------|------------|
| OSCR16_4 <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Mental health resources (N=876)</i> | Has greatly improved | 65 | 7% |
| | Has somewhat improved | 94 | 11% |
| | Has not changed at all | 417 | 48% |
| | Has somewhat worsened | 33 | 4% |
| | Has greatly worsened | 12 | 1% |
| | Don't know / No opinion | 255 | 29% |
| | OSCR16_5 <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Prescription drug costs (N=876)</i> | Has greatly improved | 94 |
| Has somewhat improved | | 112 | 13% |
| Has not changed at all | | 444 | 51% |
| Has somewhat worsened | | 98 | 11% |
| Has greatly worsened | | 26 | 3% |
| Don't know / No opinion | | 102 | 12% |
| OSCR16_6 <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Customer service (N=876)</i> | | Has greatly improved | 81 |
| | Has somewhat improved | 114 | 13% |
| | Has not changed at all | 507 | 58% |
| | Has somewhat worsened | 36 | 4% |
| | Has greatly worsened | 21 | 2% |
| | Don't know / No opinion | 115 | 13% |
| | OSCR16_7 <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Out-of-pocket maximums (N=876)</i> | Has greatly improved | 73 |
| Has somewhat improved | | 76 | 9% |
| Has not changed at all | | 492 | 56% |
| Has somewhat worsened | | 84 | 10% |
| Has greatly worsened | | 21 | 2% |
| Don't know / No opinion | | 130 | 15% |

| Question | Response | Frequency | Percentage |
|-----------|--|-----------|------------|
| OSCR16_8 | <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Monthly premiums (N=876)</i> | | |
| | Has greatly improved | 77 | 9% |
| | Has somewhat improved | 80 | 9% |
| | Has not changed at all | 459 | 52% |
| | Has somewhat worsened | 107 | 12% |
| | Has greatly worsened | 30 | 3% |
| OSCR16_9 | <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Administrative function (N=876)</i> | | |
| | Has greatly improved | 69 | 8% |
| | Has somewhat improved | 76 | 9% |
| | Has not changed at all | 483 | 55% |
| | Has somewhat worsened | 42 | 5% |
| | Has greatly worsened | 17 | 2% |
| OSCR16_10 | <i>And, would you say that your health insurance has gotten better or worse, or has not changed in the last 12 months at all based on the following factors? Accessibility/telehealth services (N=876)</i> | | |
| | Has greatly improved | 80 | 9% |
| | Has somewhat improved | 117 | 13% |
| | Has not changed at all | 430 | 49% |
| | Has somewhat worsened | 31 | 4% |
| | Has greatly worsened | 17 | 2% |
| OSCRdem1 | <i>How involved would you say you are in health insurance plan purchasing decisions for your household?</i> | | |
| | Very involved | 734 | 73% |
| | Somewhat involved | 147 | 15% |
| | Not too involved | 62 | 6% |
| | Not involved at all | 57 | 6% |

Note: Group proportions may total to larger than one-hundred percent due to rounding. All statistics are calculated for registered voters with demographic post-stratification weights applied.

Respondent Demographics Summary

Summary Statistics of Survey Respondent Demographics

| Demographic | Group | Frequency | Percentage |
|------------------|---|-----------|------------|
| xdemAll | US Insurance Consumers | 1000 | 100% |
| xdemInc3 | Income: Under 50k | 682 | 68% |
| | Income: 50k-100k | 244 | 24% |
| | Income: 100k+ | 74 | 7% |
| | N | 1000 | |
| xdemGender | Gender: Male | 460 | 46% |
| | Gender: Female | 540 | 54% |
| | N | 1000 | |
| xeduc3 | Educ: < College | 673 | 67% |
| | Educ: Bachelors degree | 205 | 20% |
| | Educ: Post-grad | 122 | 12% |
| | N | 1000 | |
| demAgeGeneration | GenZers: 1997-2012 | 65 | 7% |
| | Millennials: 1981-1996 | 206 | 21% |
| | GenXers: 1965-1980 | 173 | 17% |
| | Baby Boomers: 1946-1964 | 494 | 49% |
| | N | 938 | |
| xrace_eth | Ethnicity: White (Non-Hispanic) | 749 | 75% |
| | Ethnicity: Hispanic | 101 | 10% |
| | Ethnicity: Black (Non-Hispanic) | 75 | 8% |
| | Ethnicity: Asian + Other (Non-Hispanic) | 75 | 7% |
| | N | 1000 | |
| demUsr | an urban area | 255 | 25% |
| | a suburban area | 456 | 46% |
| | a rural area | 289 | 29% |
| | N | 1000 | |
| OSCRxdem1 | Has Insurance - Yes | 876 | 88% |
| | Has Insurance - No | 124 | 12% |
| | N | 1000 | |
| OSCRxdem2 | Insurance Type - IFP | 118 | 12% |
| | Insurance Type - Medicare | 490 | 49% |
| | Insurance Type - Medicaid | 268 | 27% |
| | N | 876 | |

Continued on next page

Summary Statistics of Survey Respondent Demographics

| Demographic | Group | Frequency | Percentage |
|-------------|---|-----------|------------|
| OSCRxdem3 | Insurance Time - Less than 1 Year | 74 | 7% |
| | Insurance Time - Less than 2 Years | 139 | 14% |
| | Insurance Time - Less than 5 Years | 162 | 16% |
| | N | 376 | |
| OSCRxdem4 | Shop on Exchange During OE - Likely | 330 | 33% |
| | Shop on Exchange During OE - Not Likely | 670 | 67% |
| | N | 1000 | |
| OSCRxdem5 | Insurance Involvement - Involved | 881 | 88% |
| | Insurance Involvement - Not Involved | 119 | 12% |
| | N | 1000 | |
| OSCRxdem6 | Low financial well being | 343 | 34% |
| | Medium financial wellbeing | 346 | 35% |
| | High financial wellbeing | 312 | 31% |
| | N | 1000 | |

Note: Group proportions may total to larger than one-hundred percent due to rounding. All statistics are calculated with demographic post-stratification weights applied.



MORNING CONSULT