



Consumers for Quality Care

Findings from an Online Nationwide Poll

February 2021

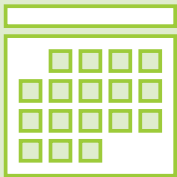
Survey Methodology



ALG Research and Public Opinion Strategies conducted an online survey of registered voters nationwide.



The survey consisted of N=1200 total respondents. Overall results were weighted to reflect the composition of registered voters across the country.



Interviews for this survey were conducted January 22-28, 2021.

Key Findings

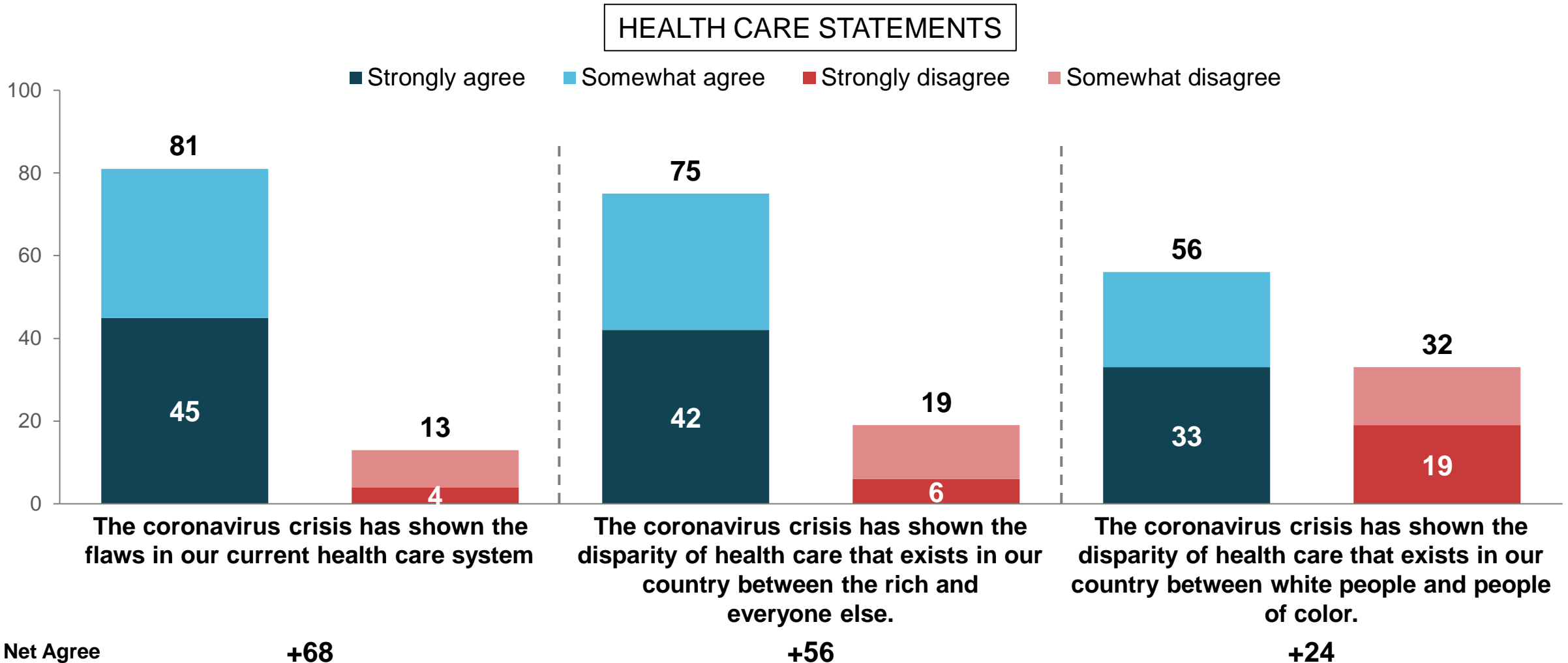
The COVID Effect: Consumer Expectations for Health Care Coverage, Cost and Quality in 2021

- **Cost drove the health care debate pre-COVID and it continues to drive the debate today.**
 - Americans are overwhelmingly concerned about costs, especially out-of-pocket costs, like deductibles.
 - Cost is the issue voters most want Congress and the President to address with health care reform.
- **Voters are wary of trading quality for cost.**
 - Americans want affordability and access. They support removing barriers preventing affordable, high-quality care.
- **Voters don't want dramatic changes while the health care system is stressed from COVID-19.**
 - They do not support radical changes at the current time such as shifting to a fully government-run system.
 - However, they think the health care system was overwhelmed by the pandemic and support increased investment to make it more resilient.
- **The health care industry receives high marks in the COVID-19 environment.**
 - Overall, 70% of Americans approve of how the health care industry generally has responded to the COVID-19 pandemic.

THE COVID EFFECT

More than 8-in-10 Americans believe COVID-19 has exposed flaws in our current health care system.

A majority (56%) agree that COVID-19 has shown racial disparities in our system, and more agree it has exposed disparities along wealth / class lines (75%)

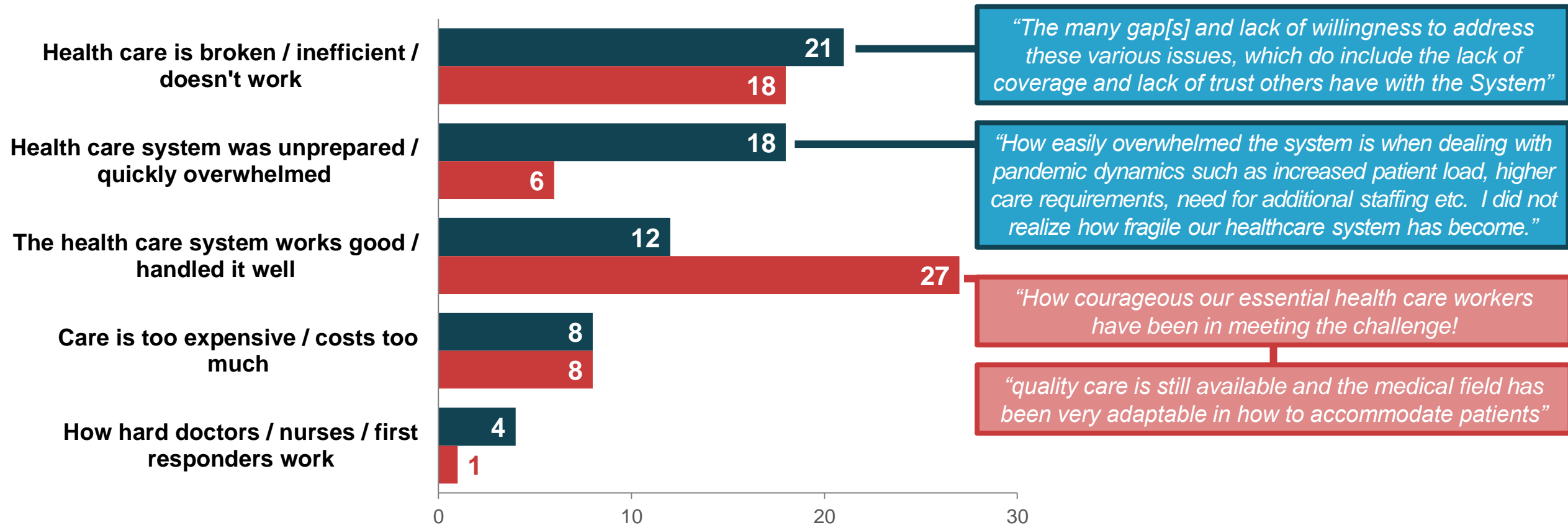


In an open-ended question, people say their takeaway from COVID-19 is that the system is broken or was unprepared for the pandemic.

However, those who personally had COVID-19 were more likely to volunteer how well they thought it worked.

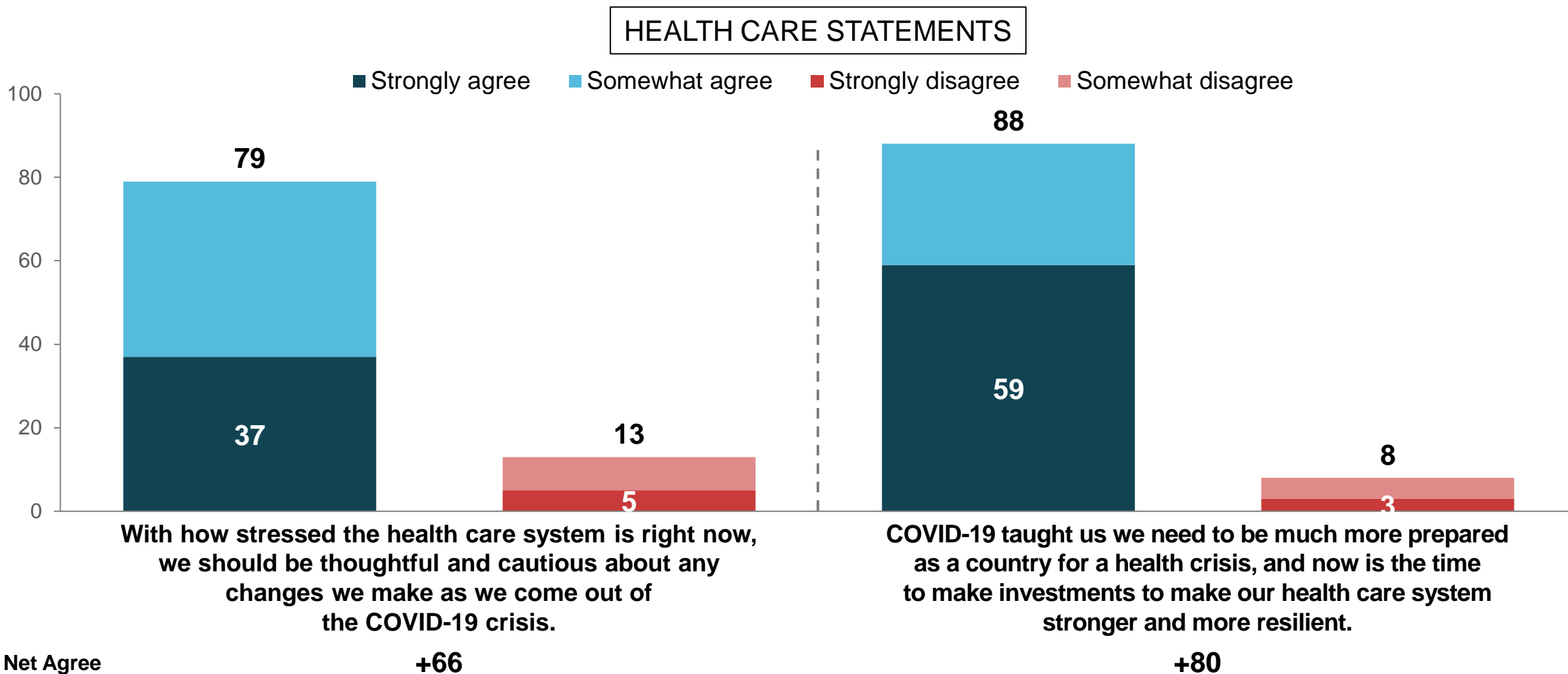
What is the most surprising thing you have learned about our health care system during the COVID-19 crisis? [OPEN-ENDED]

■ Overall ■ Personally Contracted COVID-19



Voters think we need to be cautious about changes we make to the stressed health care system coming out of COVID-19.

Those changes should include making the system stronger and more resilient.

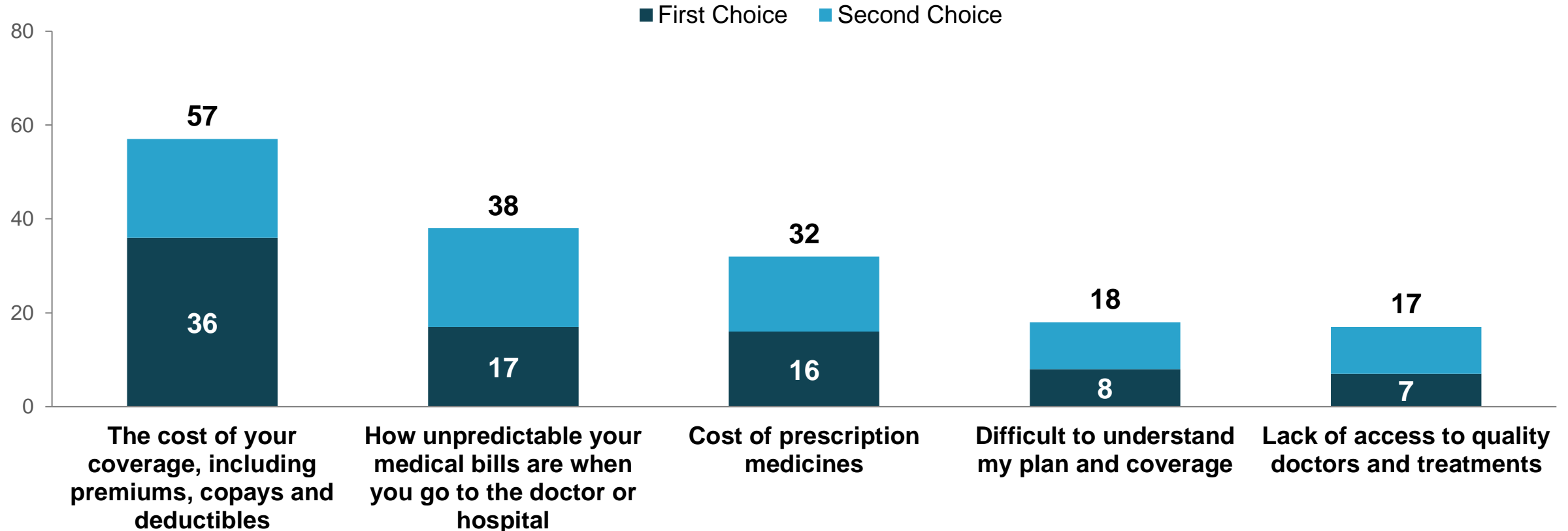


CONSUMER CONCERNS

Premiums, copays, and deductibles top the list of concerns with Americans' own health care.

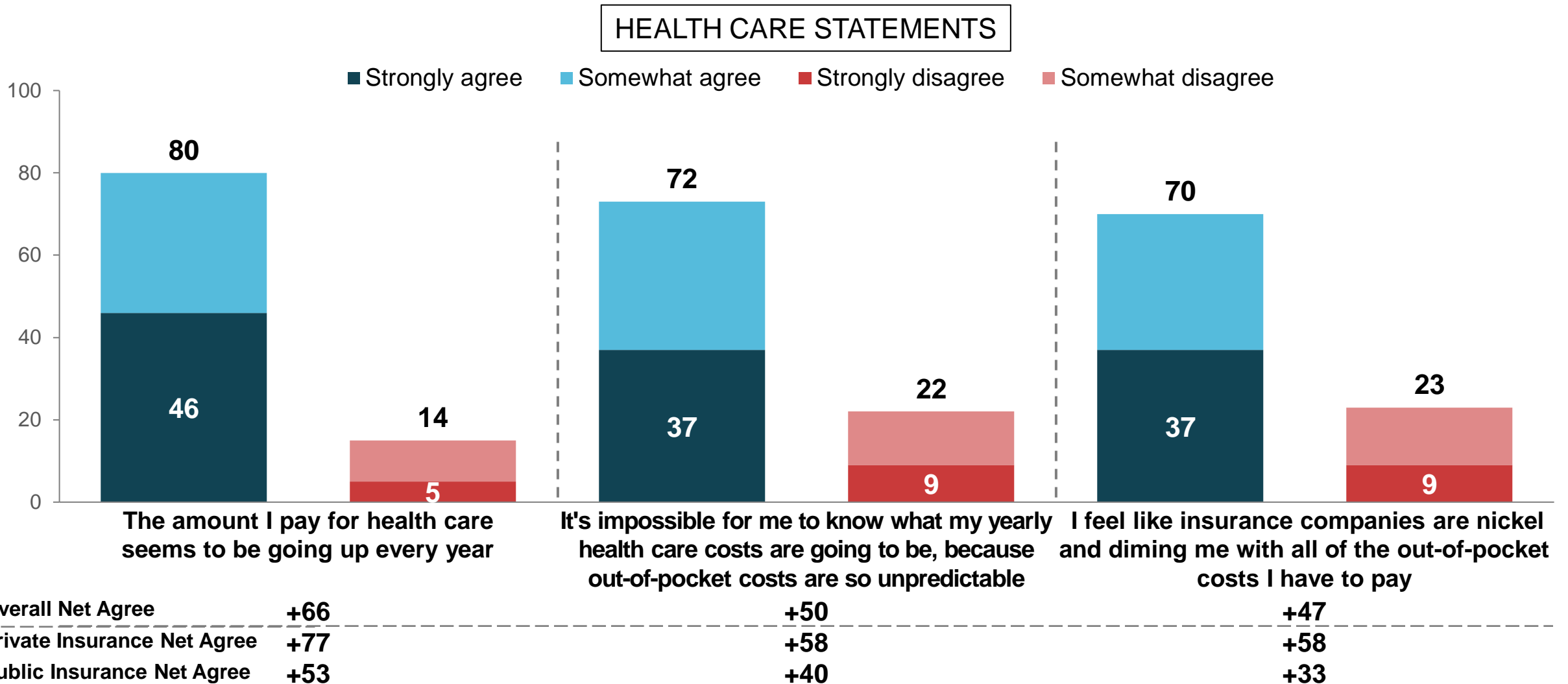
Very few are worried about their current ability to access quality care.

What concerns you the most, when it comes to your own personal health care coverage?



Overall, 80% of voters agree their health care costs keep going up every year, and more than 70% struggle with out-of-pocket costs.

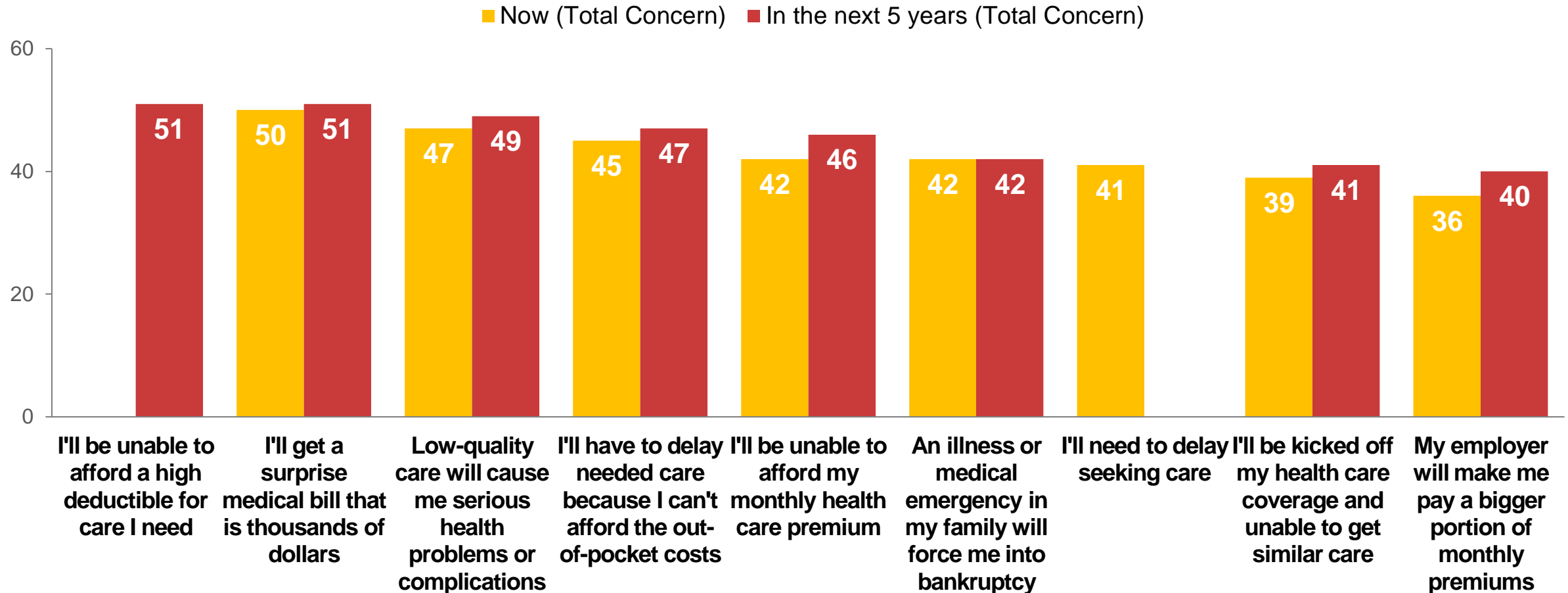
These cost related issues more acutely affect those with private health insurance.



Costs – deductibles and unpredictable bills – are the most serious concerns, both now and in the future.

Generally, voters' future concerns track with their current concerns.

*How concerned are you about the following happening to you...**

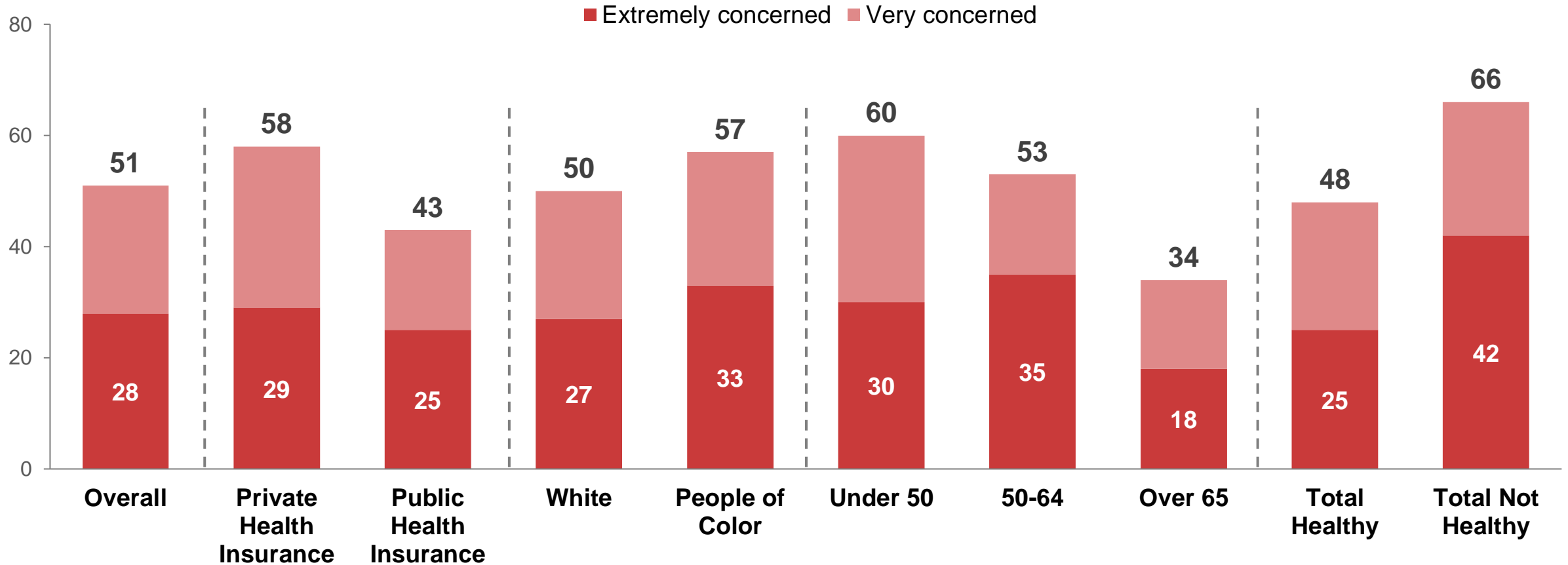


*Some items not asked for both questions

Voters most pressing concern over the next 5 years is not being able to afford a high deductible for their care.

This concern is especially high among people of color, those with private insurance, under 50, and who don't describe themselves as healthy

CONCERN I'LL BE UNABLE TO AFFORD A HIGH DEDUCTIBLE FOR CARE IN THE NEXT 5 YEARS

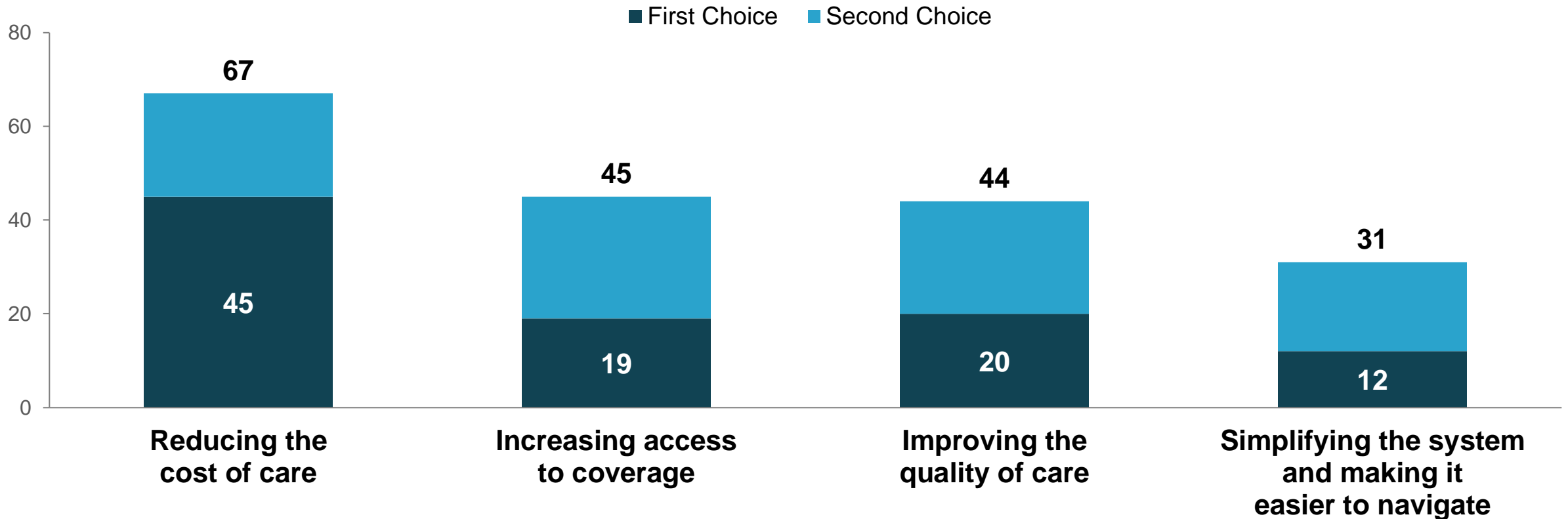


SOLUTIONS

Voters to President, Congress: Get costs under control.

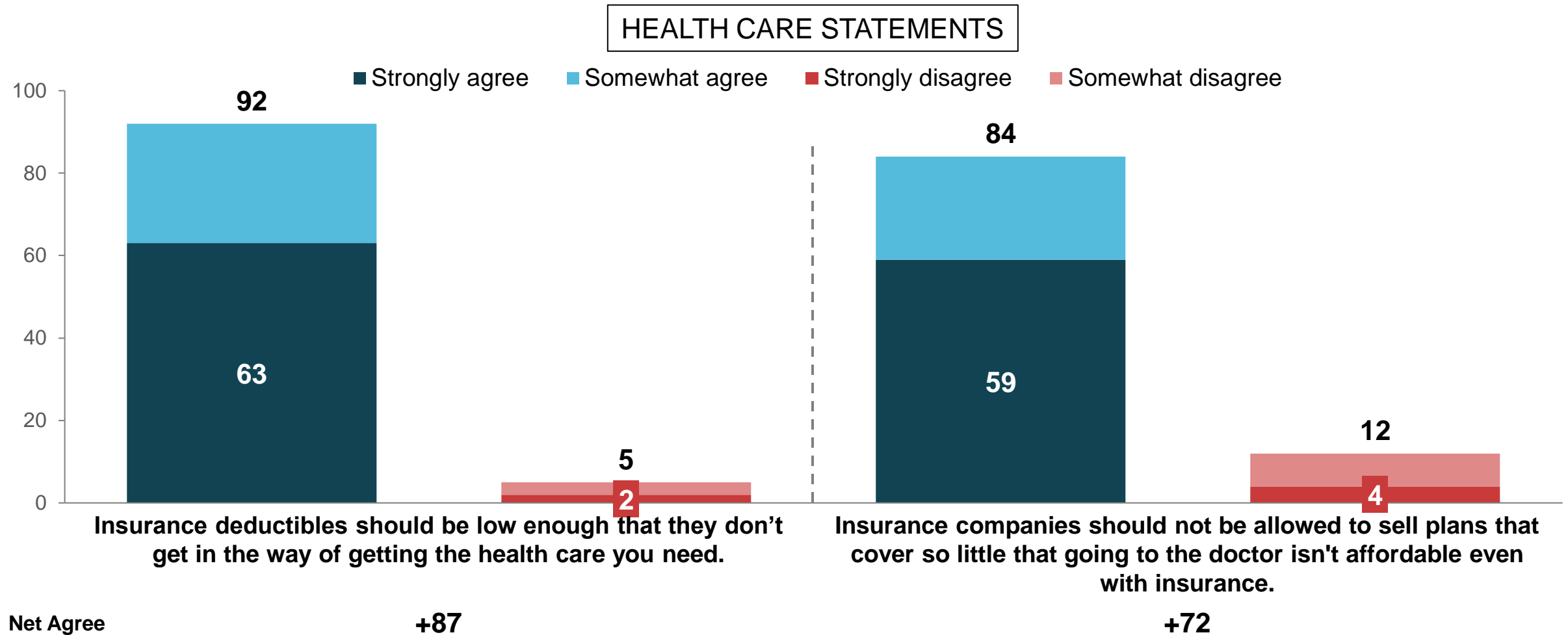
Access and quality are second tier legislative priorities, followed by a simpler system.

When it comes to health care, what would you like to see Congress and the President work on most?



Potential policies focused on improving coverage to lower costs receive the most support.

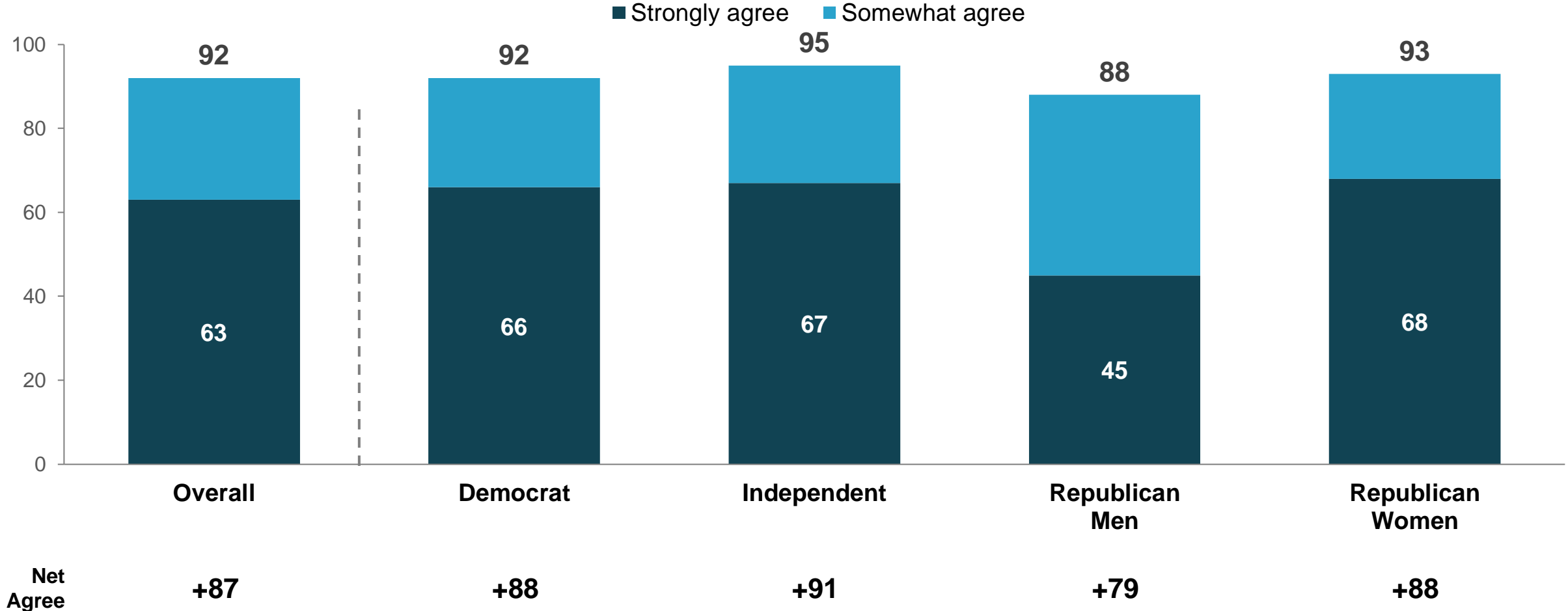
63% of voters *strongly* agree with deductibles being low enough to not get in the way of getting care, the most of any statement we tested in the survey.



Ensuring deductibles are low enough to not get in the way of getting care receives near unanimous support across party lines.

There is less intensity from Republican men, but 88% still agree overall, and Republican women are on par with Democrats and Independents.

Insurance deductibles should be low enough that they don't get in the way of getting the health care you need.

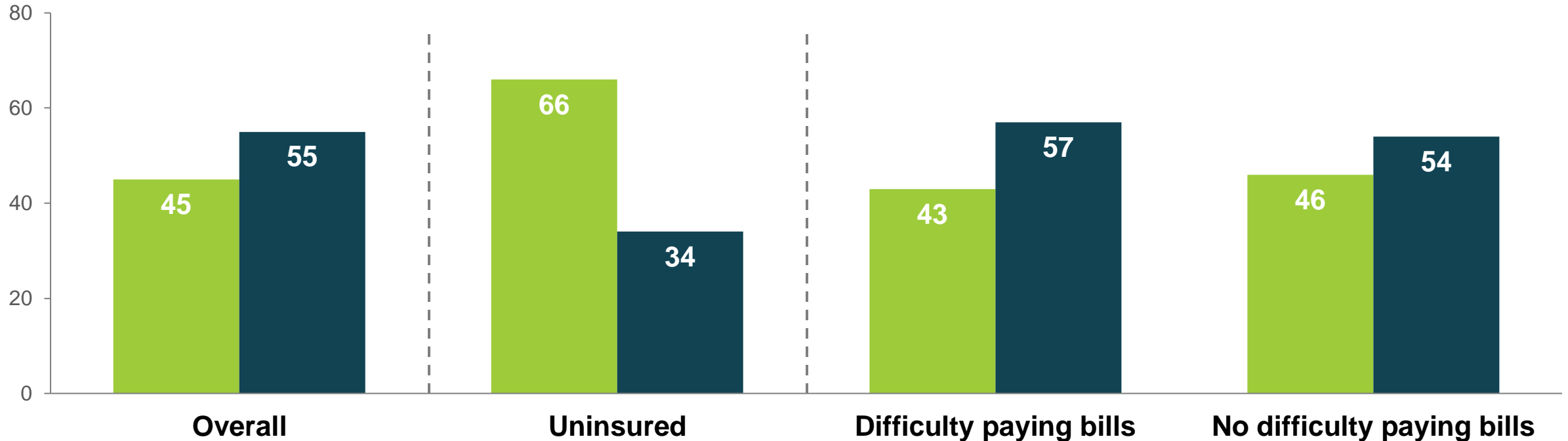


A majority (55%) of Americans are not willing to give up quality for lower costs when forced to choose between the two.

They want their current care to be cheaper, not lower-quality, low-cost plans.

When it comes to your personal health care, if you had to choose between the two, which of the following would be more important to you?

■ Lower cost care ■ Higher quality care



Net Quality **+10**

-32

+14

+8

A majority (55%) have used telehealth, and many like it more than in-person care, with 69% saying they're likely to use it even after the pandemic.

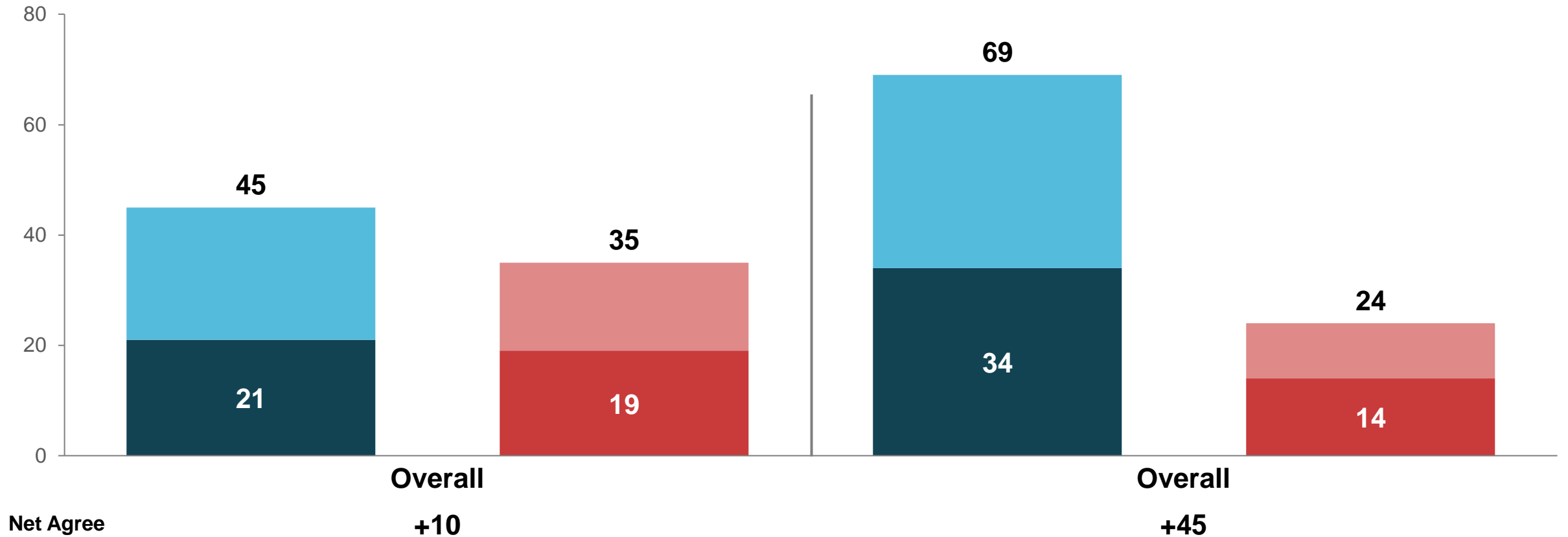
Most (67%) have used it during COVID-19 as a result of doctors not seeing patients in-person.

Would you say that, compared to in-person care, you:

- Somewhat preferred telehealth
- Strongly preferred telehealth
- Somewhat preferred in-person
- Strongly preferred in-person

How likely is it that you will continue to use telehealth, once the coronavirus pandemic is over?

- Somewhat likely
- Very likely
- Somewhat unlikely
- Very unlikely

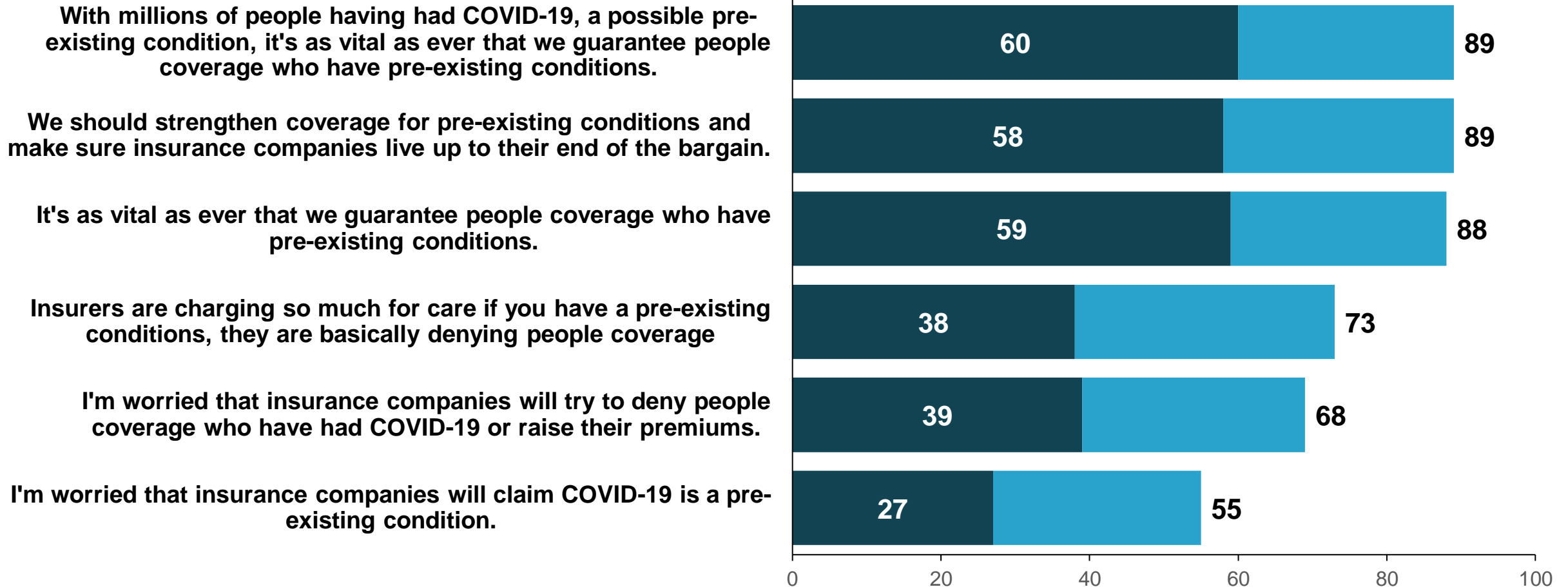


More than 80% of voters agree we should strengthen protections and guarantee coverage for people with pre-existing conditions, including COVID-19.

This stems less from a specific concern that insurers will try to deny people who have had COVID-19.

HEALTH CARE STATEMENTS

■ Strongly agree ■ Somewhat agree



Thank you -

For more information, please contact:



PUBLIC OPINION STRATEGIES

Neil Newhouse

neil@pos.org

Jarrett Lewis

jarrett@pos.org

ALGresearch

John Anzalone

john@algpolling.com

Brian Stryker

brian@algpolling.com

Luke Martin

luke@algpolling.com