NEVADA
STATEWIDE POLL
ON HEALTH CARE QUALITY,
ACCESS AND AFFORDABILITY

Key Findings

AUGUST 2021

customers4qualitycare.org
INTRODUCTION

Before the pandemic, Consumers for Quality Care (CQC) research showed that Americans were more concerned with health care costs than costs related to retirement, housing, childcare and higher education. The pandemic put even more stress on our nation’s health care infrastructure and exposed serious flaws in the system for patients; at the center of the issue is how much Americans are paying for care.

Recent research conducted by ALG Research and The Mellman Group, conducted on behalf of Consumers for Quality Care, shows voters in Nevada and across the U.S. want elected officials to get those costs down, so that they can feel confident that they have access to the quality health care they want, when they need it.

SURVEY RESULTS

Voters in ALG Research and The Mellman Group’s recent Nevada poll see affordability as a major issue in the state’s health care system. While voters generally believe the health care system is meeting their needs and are wary of making fundamental changes to it, especially as we continue to recover from the COVID-19 pandemic, it’s clear out-of-pocket costs are having a serious impact. As a result, voters – even those with insurance – are struggling to afford quality care and are racking up medical debt as costs continue to climb.
NEVADANS’ BIGGEST PROBLEM WITH HEALTH CARE: IT’S TOO EXPENSIVE.

In an open-ended question about what word most describes health care in Nevada, the “good” quality of the system is evident but “expensive” receives nearly as many mentions.

MULTIPLE NUMBERS THROUGHOUT THIS DATA POINT TO WHY COST HAS BECOME SUCH AN ISSUE FOR VOTERS:

• Three-quarters of Nevada voters (75%) agree that the amount they pay for health care seems to be going up every year.

• Seven-in-ten (71%) voters say that the cost of health care is going up faster than their income. Among voters who are already struggling financially, this number climbs to 76%.

• Over three-in-five voters (62%) agree that at some point they have struggled to pay a medical bill even while they had health insurance.

• Over one-quarter (27%) actively have unpaid or overdue medical bills that they are having difficulty paying off. Half of voters struggling financially (50%) have unpaid or overdue medical bill.

VOTERS WANT ELECTED OFFICIALS TO GET THOSE COSTS DOWN, BUT NOT AT THE EXPENSE OF ACCESS TO QUALITY CARE.

Voters cite cost (40%) as the thing they want their leaders to work on most—more than twice as many choose cost compared to those who choose improving access (17%) or ease-of-navigation (12%), but quality (27%) is a strong second. In an open-ended question, there is relative parity between voters who said “good” health care would mean access to good health care providers (42%) and those who said it would mean more affordable care (39%). Voters in Nevada are also split on whether they think they could get any treatment they needed in the state (44%) or that they’d have to leave Nevada to receive certain care (39%). Those with health issues are even less confident in the state’s quality (44% to 44%).
Majorities are concerned about getting a surprise bill (73% concerned), being unable to afford a high deductible (71%), delaying care because of high health care costs (66%), or being unable to afford the monthly premium (59%). When it comes to reducing the costs of health care, Nevada voters would most like to see ensuring pre-existing conditions are covered (19%), lower premiums (18%), and lower prescription medication costs (14%).
Most agree we should be cautious making changes as we come out of the COVID-19 pandemic (71% agree), and they are looking to Congress for targeted fixes that build on the current system (59%) rather than fundamentally transforming it (27%). A majority of voters (60%) want to see at least some government involvement in providing coverage, but just 13% of voters overall, and 20% of Democrats, want a fully government-run system.
INSTEAD, LEGISLATION THAT ALIGNS WITH THEIR PRIORITIES WOULD:

- Make sure insurance deductibles are low enough that they don’t get in the way of getting quality care (92% agree with this).
- Prevent insurance companies from selling plans that cover so little that it isn’t affordable to get care (87% agree with this).
- Make it easier to see a doctor (56% think Nevada has too few doctors).

DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS?

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

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Strongly disagree</th>
<th>Somewhat disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>92</td>
<td>64</td>
<td>6</td>
<td>1</td>
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Insurance companies should not be allowed to sell plans that cover so little that going to the doctor isn’t affordable.

<table>
<thead>
<tr>
<th>Strongly agree</th>
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<tbody>
<tr>
<td>87</td>
<td>63</td>
<td>8</td>
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ABOUT CONSUMERS FOR QUALITY CARE (CQC)

Consumers for Quality Care (CQC) is a coalition of advocates and former policymakers working to provide a voice for patients in the health care debate as they demand better care. CQC is led by a board of directors that includes the Honorable Donna Christensen, physician and former Member of Congress; Jim Manley, former senior advisor to Senators Edward Kennedy and Harry Reid; and Jason Resendez, community advocate, and health care strategist.

TO LEARN MORE ABOUT CONSUMERS FOR QUALITY CARE AND THE ISSUES CONSUMERS ARE EXPERIENCING, VISIT CONSUMERS4QUALITYCARE.ORG
These findings are from an online survey, designed by ALG Research and The Mellman Group and conducted by ALG Research July 19-25, 2021 among N=600 registered voters in Nevada. Overall results were weighted to reflect the composition of registered voters in the state.