

Consumers for Quality Care

Insuring the Insured in Nevada: Consumer Expectations and Experiences with Health Care Costs and Coverage



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Methodology



In conjunction with The Mellman Group, Impact Research conducted a statewide online poll of registered voters in Nevada.



The sample includes a total of N=600 registered voters.



Interviews were conducted between June 21 – 26, 2022.



The confidence interval for a sample of this size is +/- 4.0 at the 95% level of confidence. The confidence interval for subgroups varies and is higher.



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Key Findings

- **With Nevada voters squarely focused on inflation and rising costs, lowering out-of-pocket health care costs is more important than ever.** Overall, 46% of voters in the state say inflation and rising costs should be Congress' top priority, and 73% agree that the costs of health care are going up more than other things they need. By more than a 3-to-1 margin, voters' main concern within health care is that out-of-pocket costs are too high.
- **As a result of high out-of-pocket costs, medical debt is widespread.** A majority of voters (50%) have either had their household finances seriously affected by medical debt or know someone who has. Among voters that have had their finances affected, 71% say they or someone close to them have had medical bills go into collections.
- **Voters want to see direct measures to control costs and think capping the amount insurers can charge overall or capping deductibles would help the most.** More than 60% of voters think insurance caps would do the most to reduce health care costs.
- **There is unanimous agreement (87%) that it's more important than ever for insurance to cover mental health care, but voters struggle to access it.** Voters mostly point to the lack of insurance coverage for mental health care as the main barrier keeping people from being able to access it.
- **Reducing health care costs continues to be a strong politically beneficial platform for candidates.** In what is sure to be a hotly contested political environment (the generic ballot is 39% Democrat, 37% Republican, 24% persuadable), more than 7-in-10 voters (73%) say they are more likely to support a candidate who makes reducing health care costs their top priority, including strong majorities of persuadable voters (66%).



POLITICAL LANDSCAPE

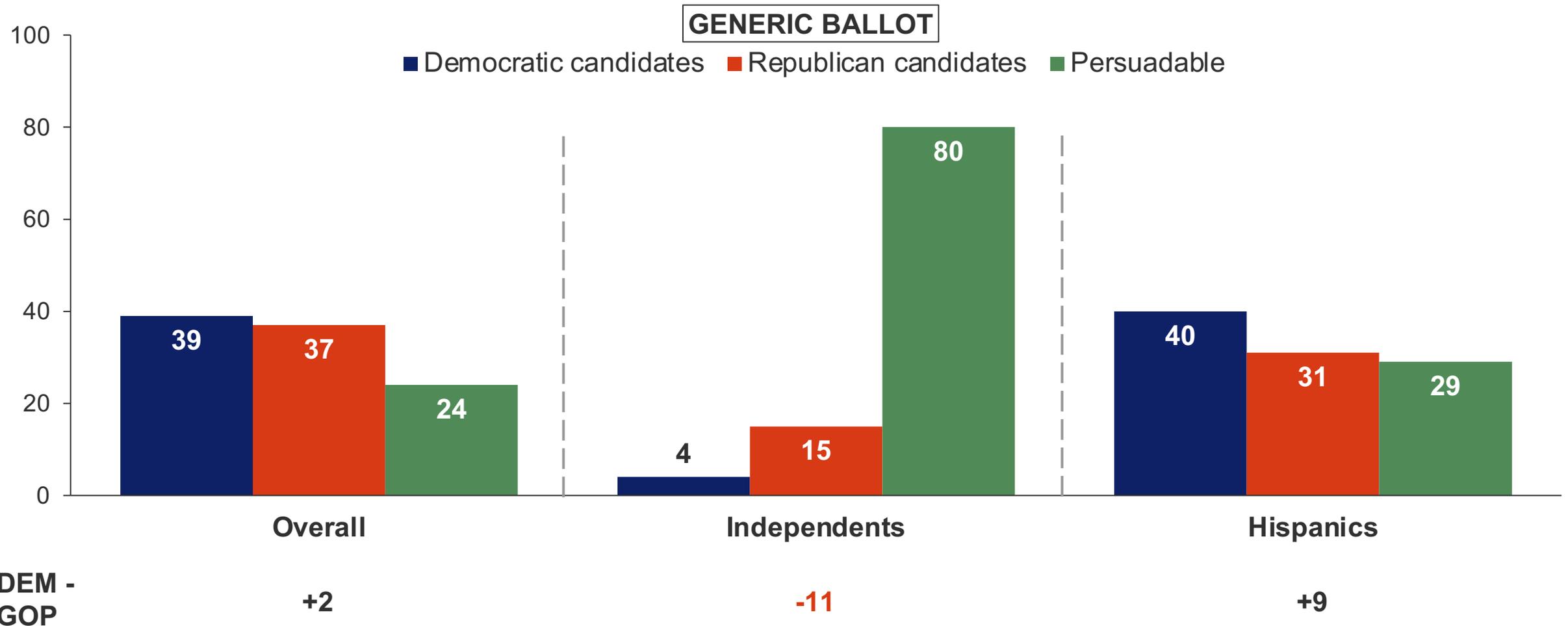


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Among registered voters, Democrats have a 2-point advantage, with nearly a quarter of voters still persuadable.

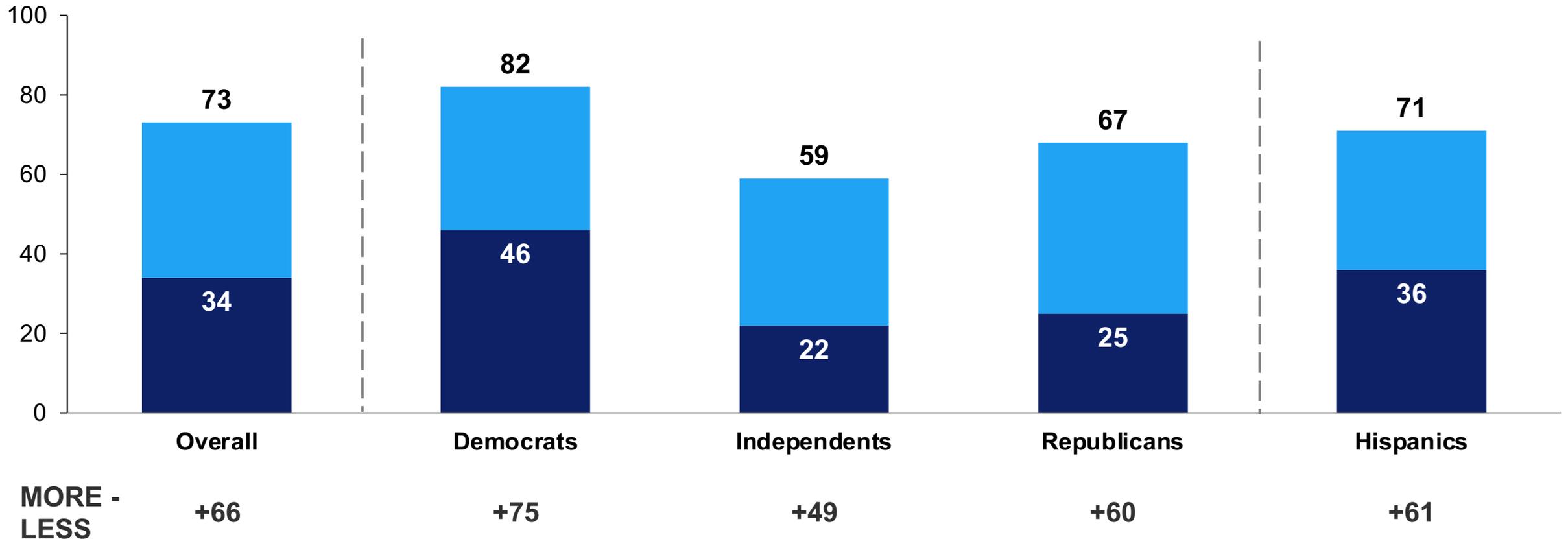
Independents lean towards Republicans, while Democrats have the advantage among Hispanic voters.



An overwhelming majority overall and across party lines are more likely to support a candidate who makes reducing health care costs a top priority.

Would you be more or less likely to support a political candidate who made reducing health care costs their top priority, or would it make no difference?

■ Much more likely ■ Somewhat more likely



MORE -
LESS

+66

+75

+49

+60

+61

STATE OF NEVADA'S CURRENT HEALTH CARE SYSTEM



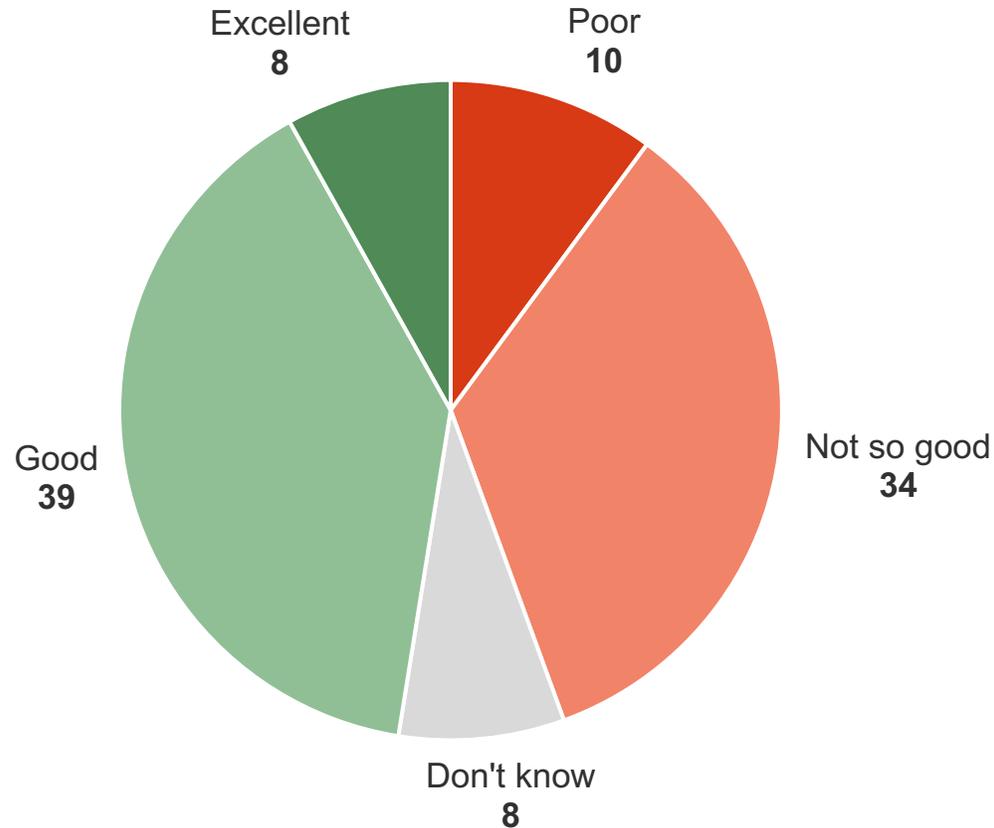
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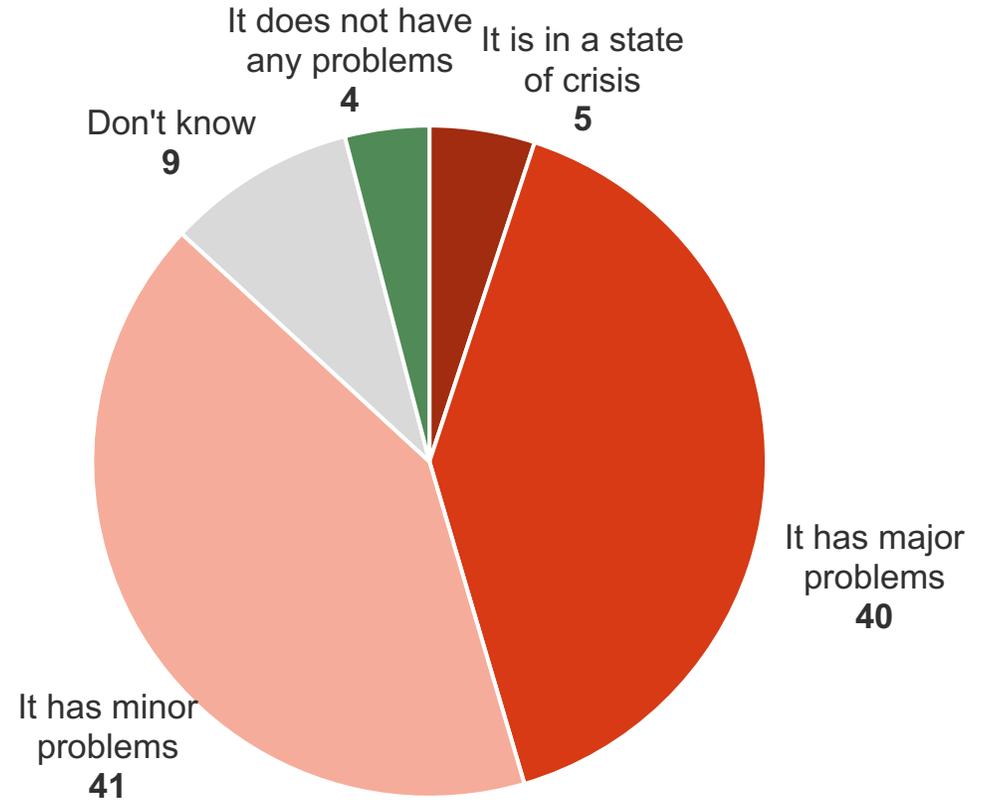
Less than half of voters think things are going positively with people having access to affordable health care in Nevada.

Essentially everyone admits there are at least some problems with the state's health care.

How would you rate the way things are going with people having access to affordable health care in Nevada?



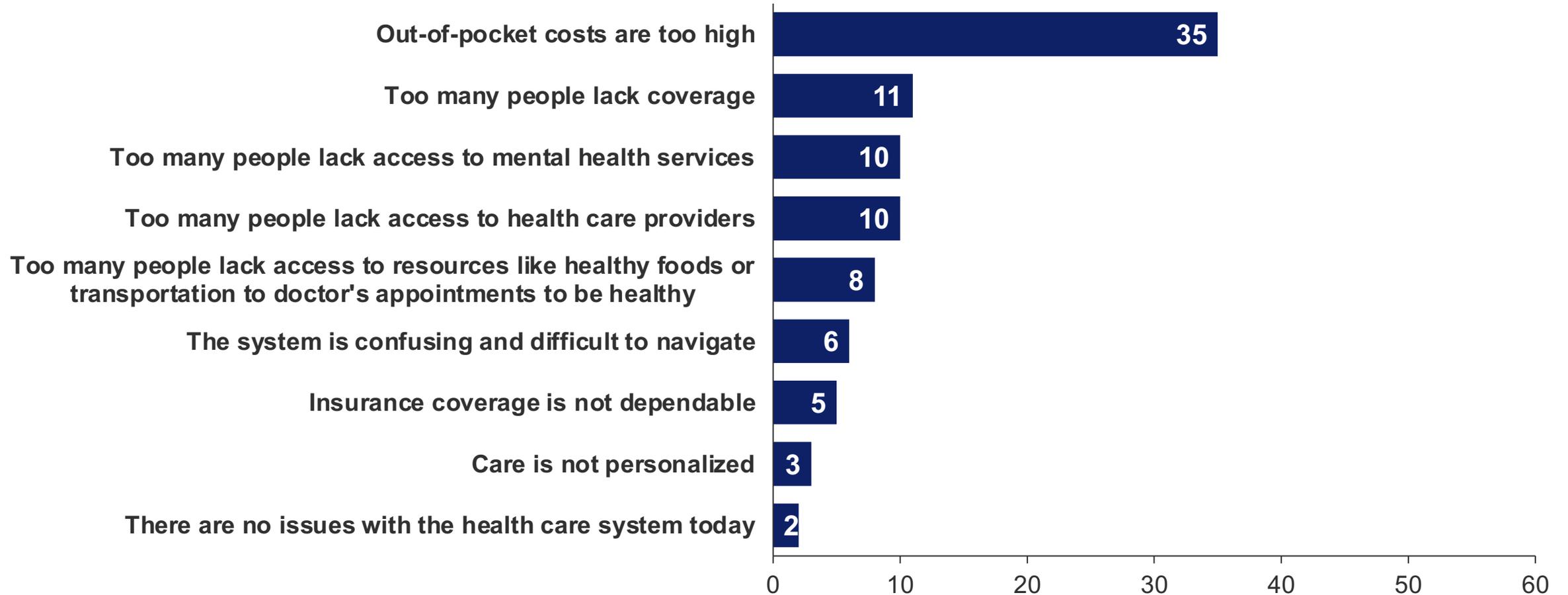
Which of these statements do you think best describes the health care system in Nevada today?



Voters cite out-of-pocket costs being too high as the biggest issue in Nevada's health care system.

Voters view it as the biggest issue by more than a 3-to-1 margin.

What do you think is the single biggest issue people face with the health care system in Nevada today?



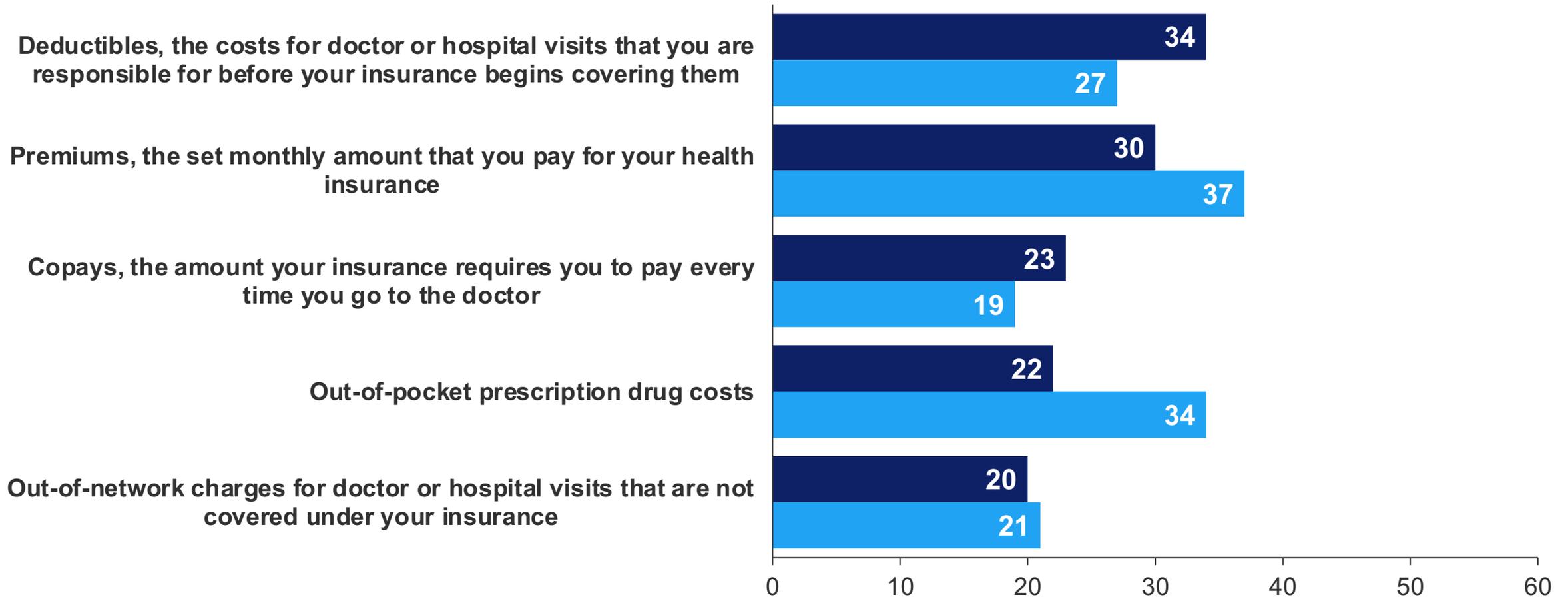
People struggle the most with the high cost of deductibles.

In addition to deductibles, more than 30% think premiums and drug costs have also gone up significantly over the last two years.

Choose the cost that:

■ *Is the biggest issue for you personally*

■ *You think has gone up the most in the last two years*

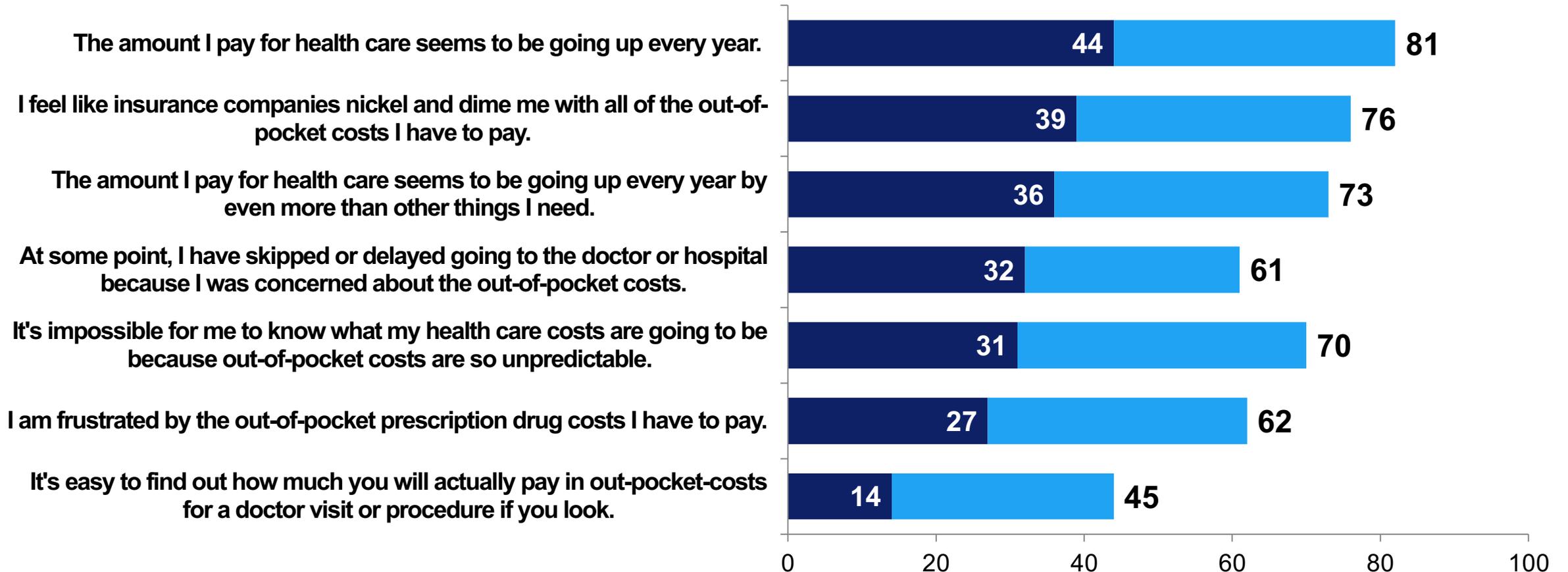


More than anything else, voters agree their health care costs are going up every year, even more than other things they need.

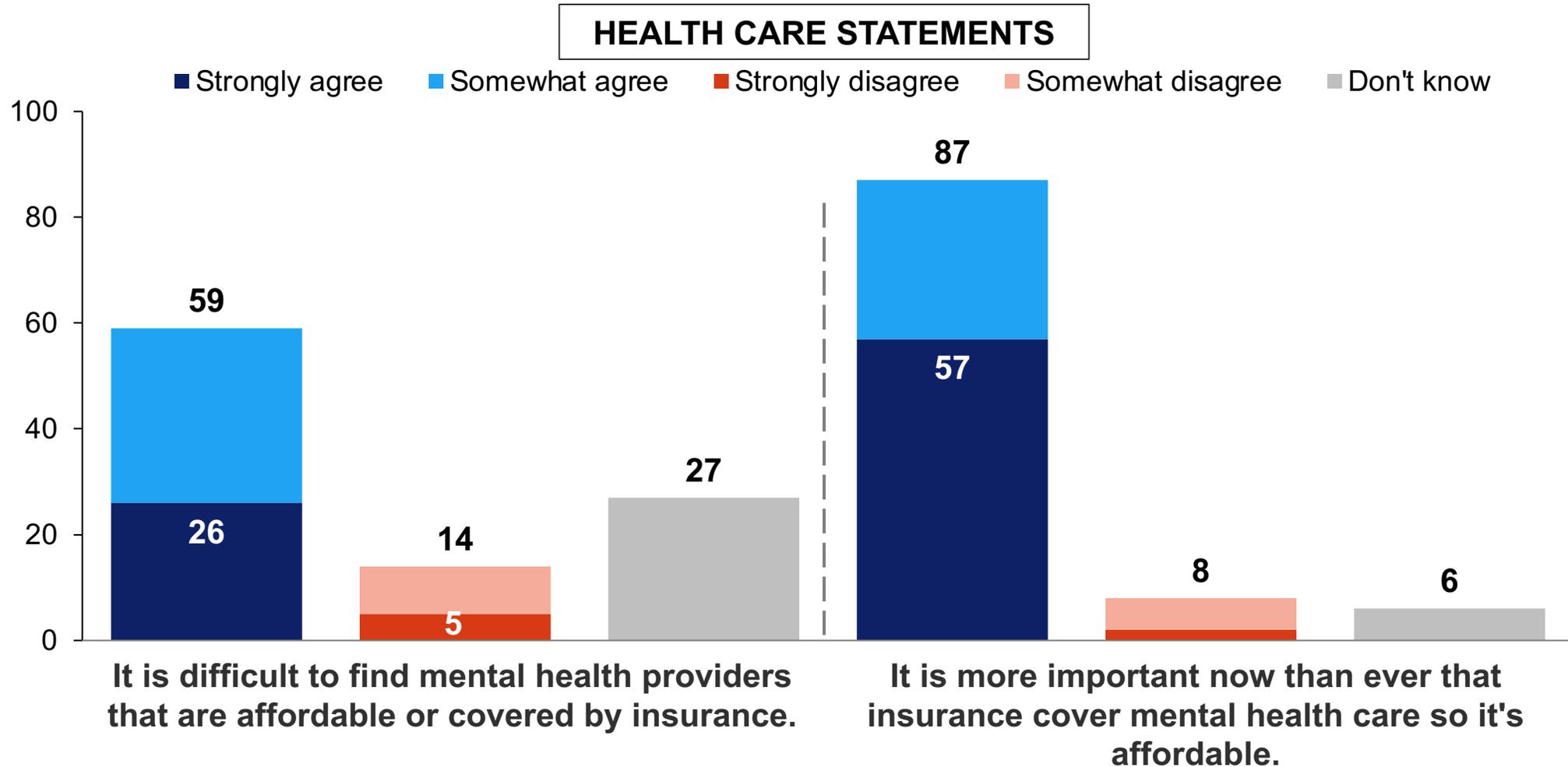
Voters agree it's hard to know exactly what their health care costs are and have skipped treatment as a result.

HEALTH CARE STATEMENTS

■ Strongly agree ■ Somewhat agree

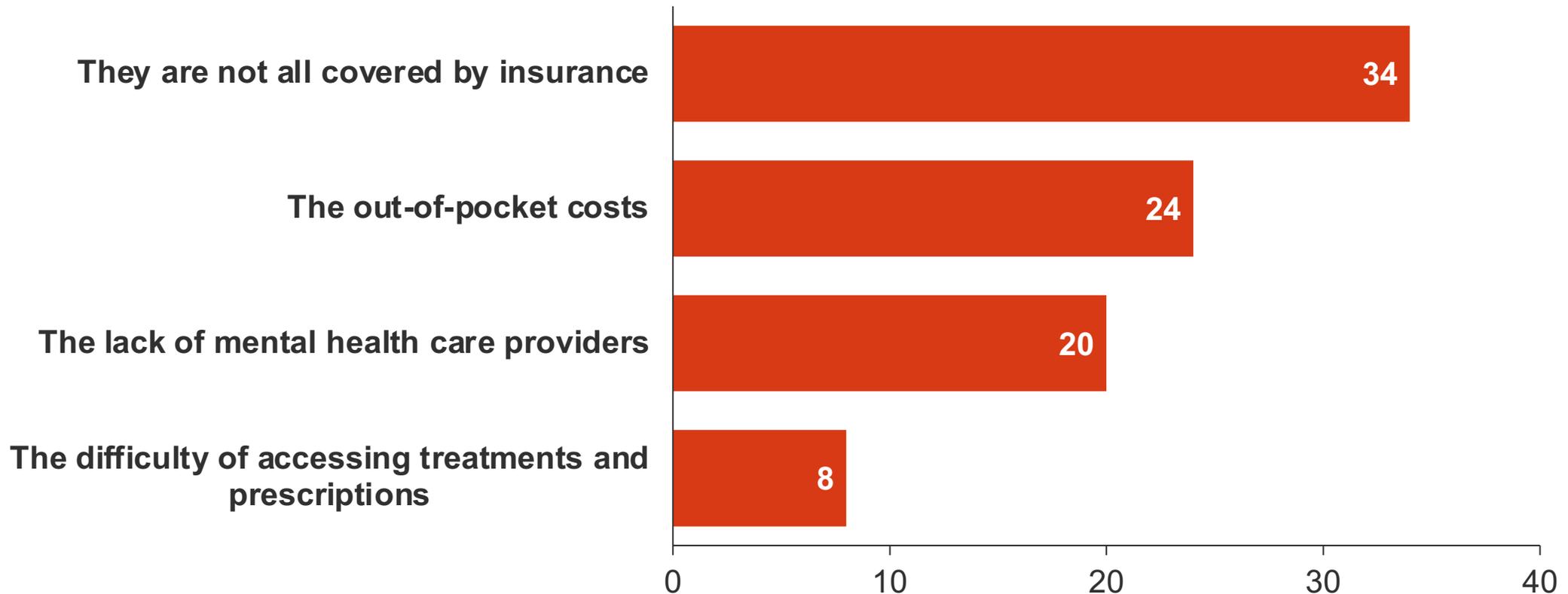


There's a consensus among voters that it's important cover mental health care, but a majority think it's difficult to find providers.



Over half of voters say the greatest barriers to mental health care are lack of insurance coverage or out-of-pocket costs.

Which of the following do you think is the greatest barrier keeping people from being able to access mental health care?



MEDICAL DEBT



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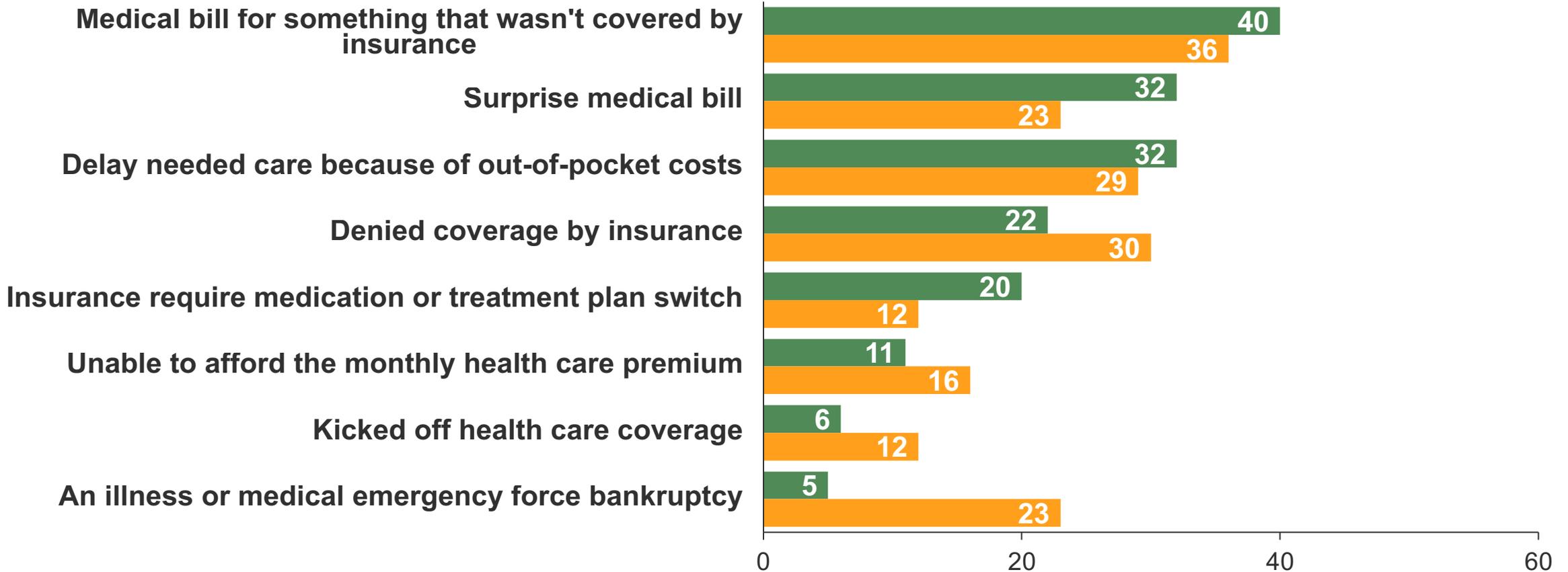
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Around three-quarters of Nevada voters have received a medical bill they thought was covered but wasn't or a surprise medical bill.

Nearly a quarter of voters are concerned about bankruptcy because of an illness or medical emergency.

HEALTH CARE SITUATIONS

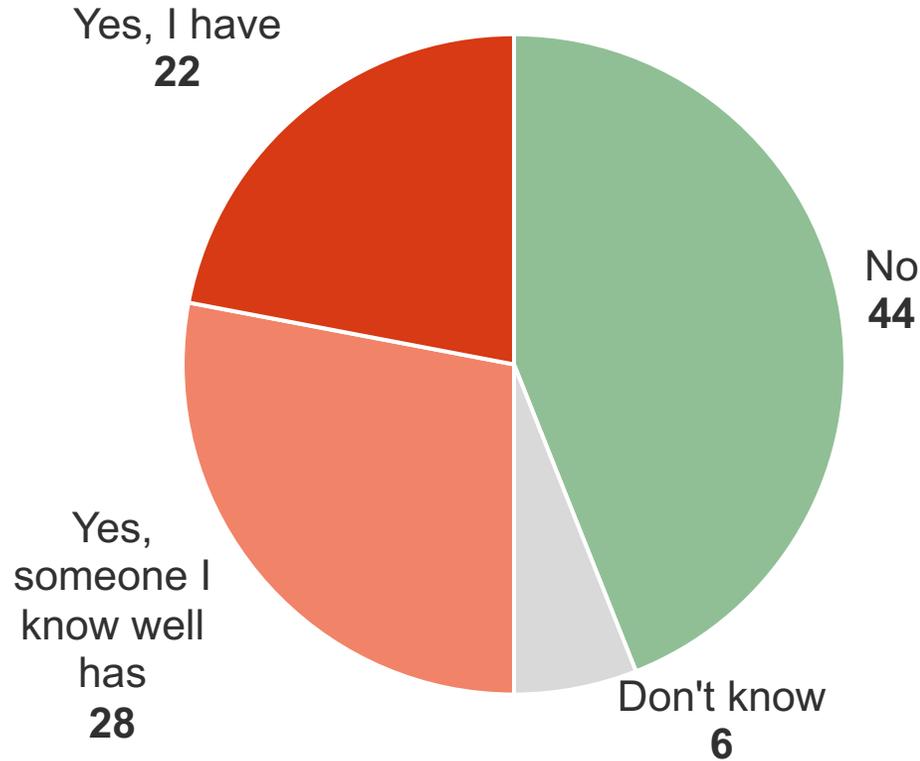
■ Happened to you ■ Concerned about happening to you



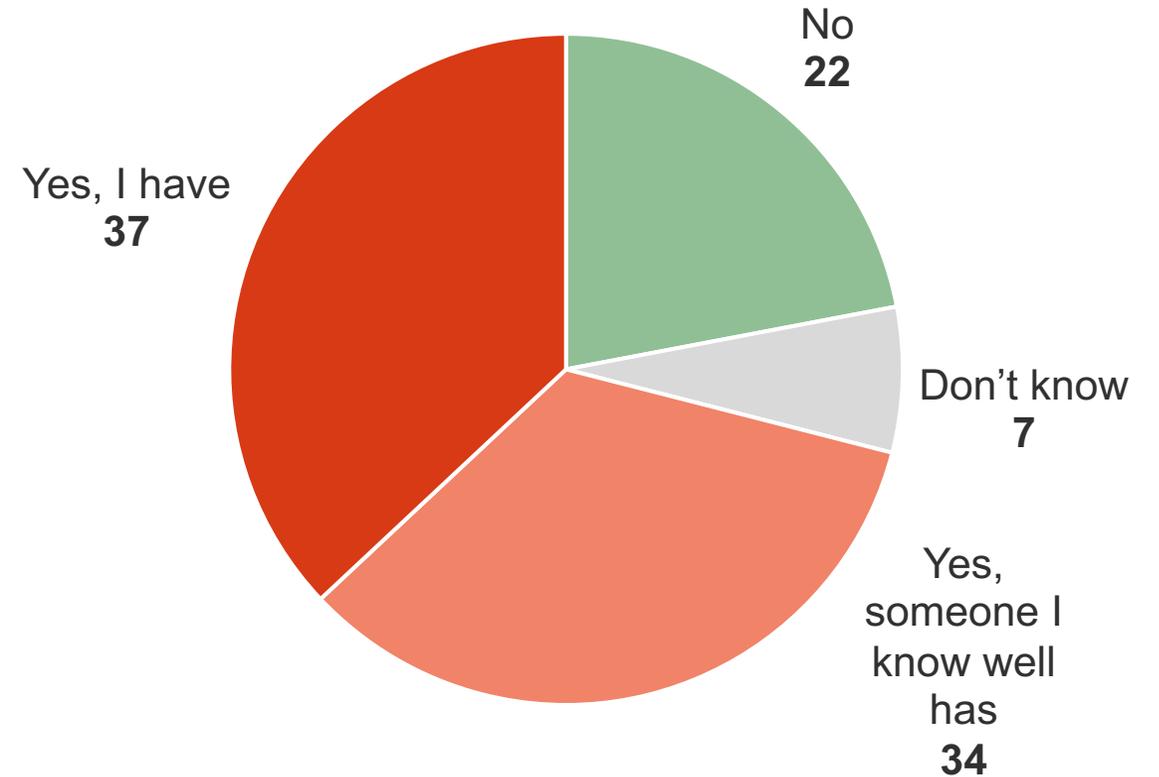
A majority (50%) say they, or someone close to them, have had their finances seriously affected by medical bills.

Of those that have, over 70% have personally had a medical bill go into collections or knows someone who has.

Have you or has someone you know well had their household finances seriously affected by medical bills in the last two years?



[IF YES] Have you or someone you know well ever had any medical bill go into collections?





POLICY SOLUTIONS

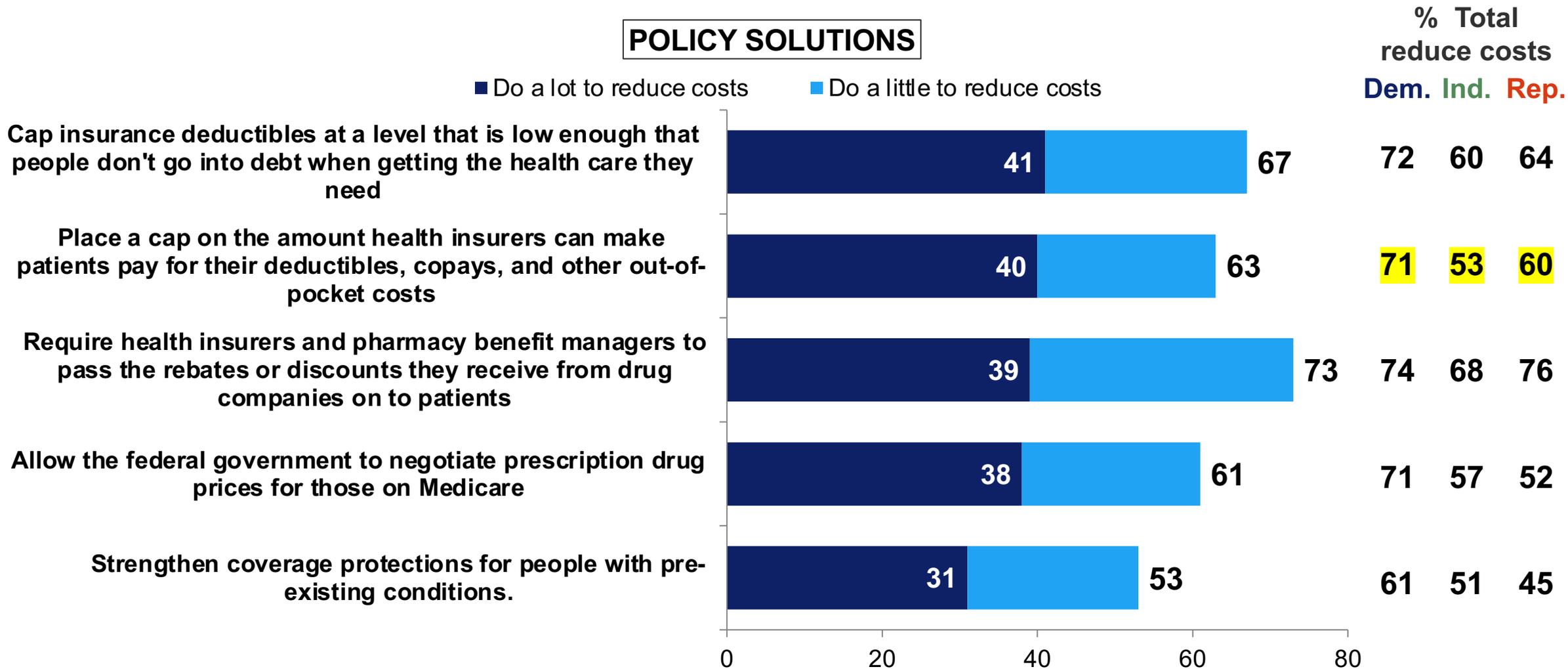


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Voters think capping costs and regulating pharmacy benefits are the policies that will do the most to reduce health care costs

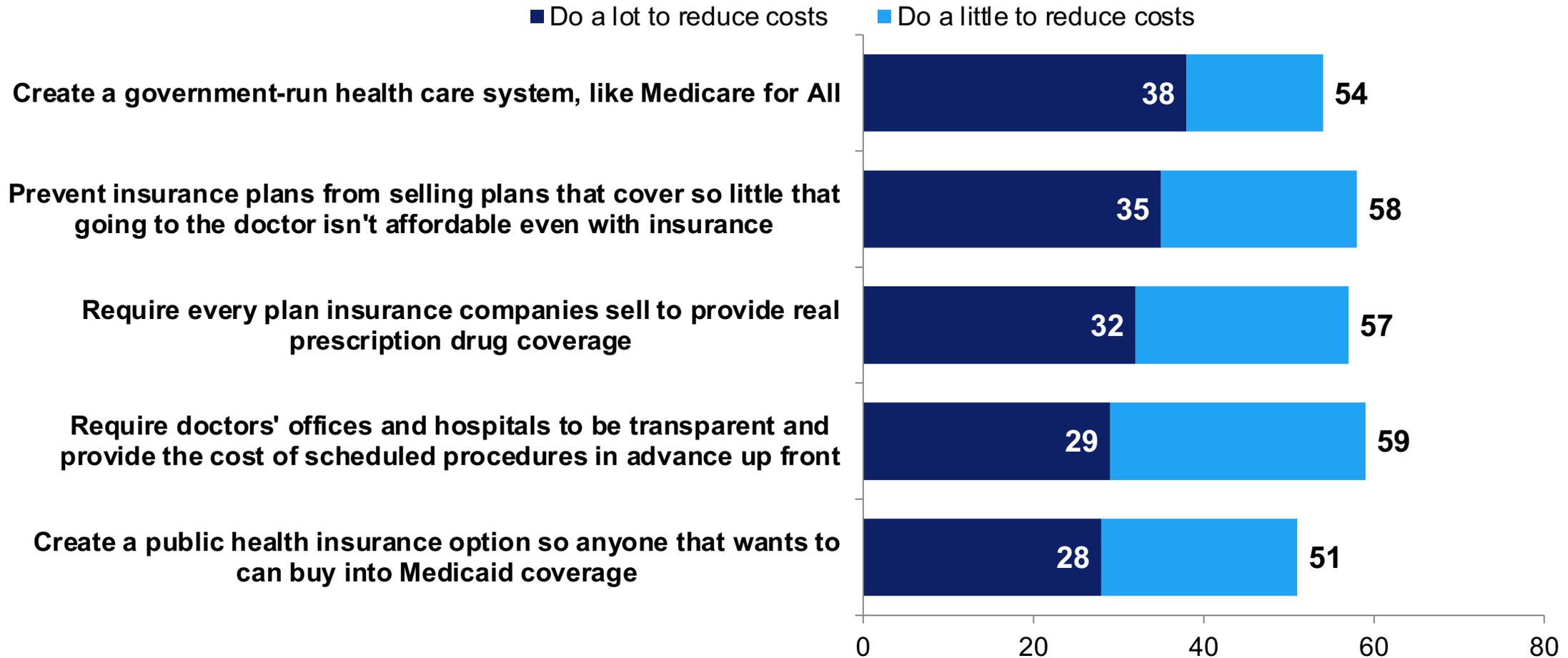
Voters across partisanship believe these policies will reduce costs.



Only about 30% of Nevada voters think a public option would do a lot to reduce health care costs.

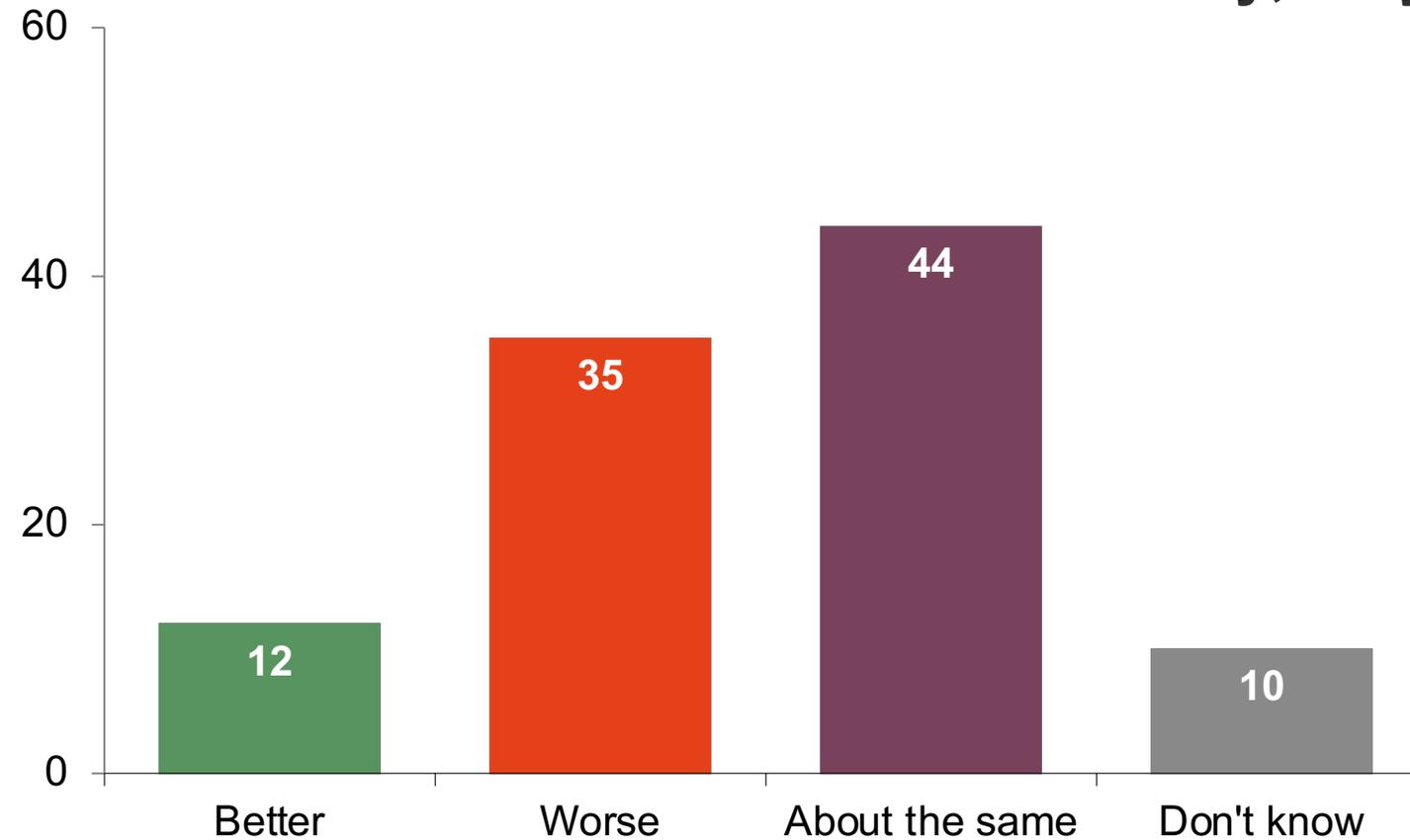
Voters are also skeptical that increased transparency will actually do a lot to reduce costs.

POLICY SOLUTIONS



By nearly 3:1, Nevadans think their quality of care is worse than in the rest of the country

When it comes to the quality-of-care that Nevada residents receive compared to the rest of the country, do you believe it is...

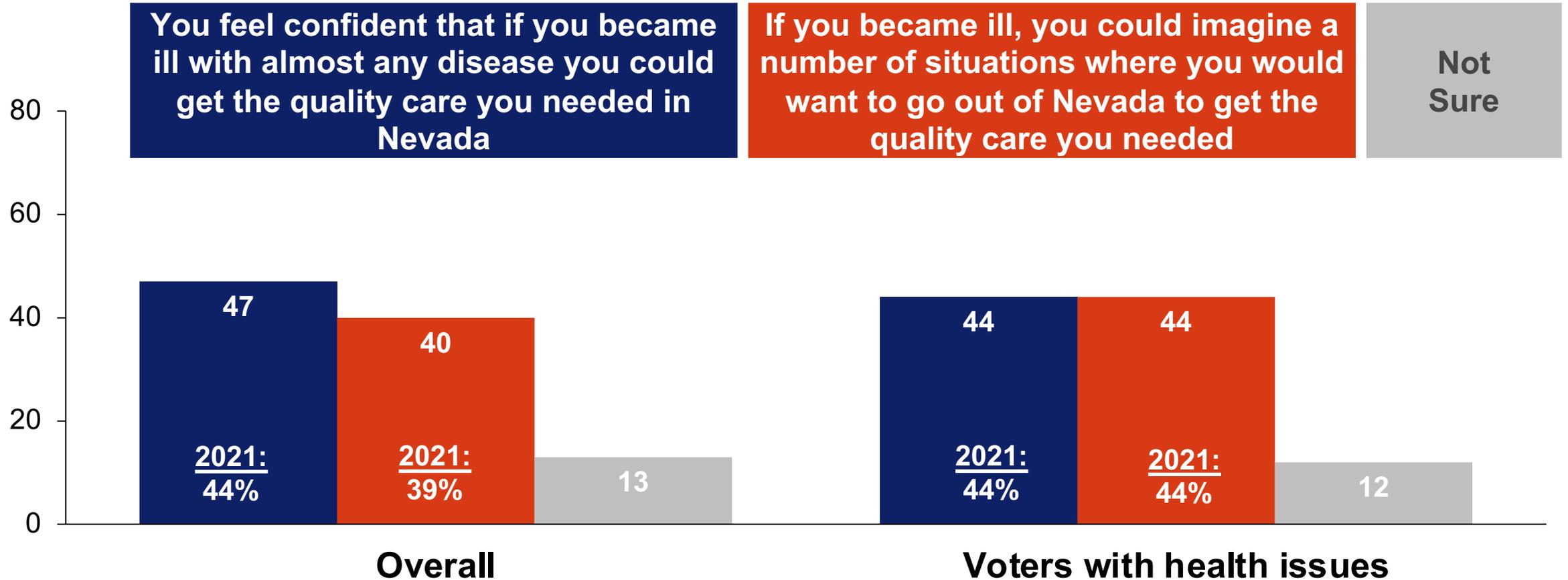


	Better	Worse	Same
Democrats	15	34	42
Independents	10	40	42
Republicans	9	36	47
White	12	37	42
Latino	14	32	48
Women	11	36	42
Men	13	33	47
18-34	16	28	48
35-49	8	41	41
50-64	10	44	36
65+	11	27	51
Las Vegas MM	10	36	44
Reno MM	17	30	44

Four-in-ten believe they will need to leave the state to get quality care if they become ill.

This has worsened since our poll last year.

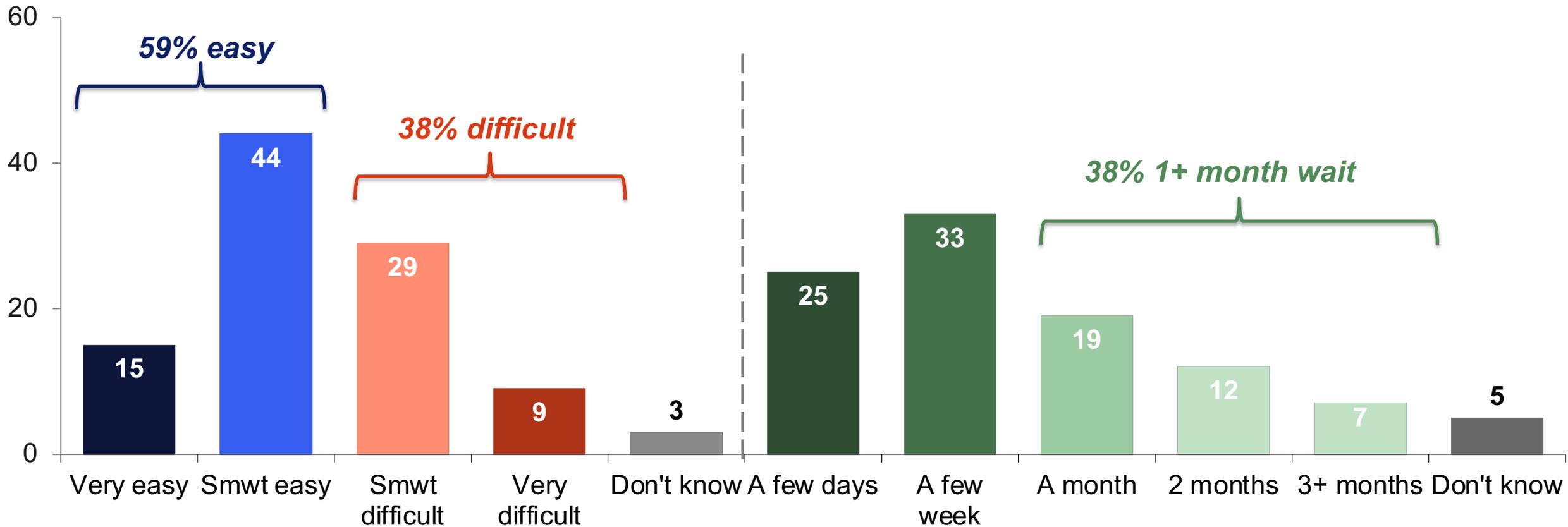
Which comes closer to your point of view:



Over a third find it difficult to get a primary care appointment and have to wait over a month for that appointment.

When it comes to getting an appointment for primary care or for a regular doctor, do you find it _____ to get an appointment for primary care?

Typically, when calling to make an appointment with a primary care or regular doctor, how much time do you have to wait until the date of your appointment?



Nearly half find it difficult to get a specialty care appointment, with over 4 in 10 waiting over a month for their appointment.

When it comes to getting a doctor's appointment for specialty care, that is, an appointment with a doctor who specializes in a specific field such as cardiology, dermatology, oncology, and other specific fields of medicine, do you find it _____ to get an appointment for specialty care?

Typically, when calling to make an appointment to get specialty care, how much time do you have to wait until the date of your appointment?

