



# Healthcare Experience

Ipsos survey conducted on behalf of Consumers for Quality Care

## Topline Results

1. How concerned are you, if at all, with the costs of the following...?
  - a. Child care

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very concerned	27%	23%	33%	39%	22%	31%
Somewhat concerned	23%	23%	19%	31%	21%	24%
Somewhat unconcerned	17%	19%	15%	9%	24%	7%
Very unconcerned	29%	30%	28%	15%	31%	27%
<i>Concerned (net)</i>	<i>49%</i>	<i>46%</i>	<i>52%</i>	<i>69%</i>	<i>43%</i>	<i>55%</i>

- b. Retirement

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very concerned	45%	45%	51%	57%	28%	35%
Somewhat concerned	28%	30%	20%	25%	32%	28%
Somewhat unconcerned	14%	14%	15%	12%	18%	16%
Very unconcerned	10%	10%	11%	4%	21%	18%
<i>Concerned (net)</i>	<i>73%</i>	<i>75%</i>	<i>70%</i>	<i>82%</i>	<i>59%</i>	<i>63%</i>

- c. Higher Education

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very concerned	45%	46%	43%	48%	31%	35%
Somewhat concerned	28%	28%	28%	32%	28%	30%
Somewhat unconcerned	11%	11%	10%	12%	14%	11%
Very unconcerned	14%	13%	17%	3%	24%	21%
<i>Concerned (net)</i>	<i>73%</i>	<i>75%</i>	<i>71%</i>	<i>80%</i>	<i>59%</i>	<i>65%</i>

- d. Housing

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very concerned	38%	34%	44%	53%	16%	47%
Somewhat concerned	28%	30%	28%	27%	30%	14%
Somewhat unconcerned	16%	19%	11%	9%	22%	18%
Very unconcerned	16%	16%	16%	10%	27%	18%
<i>Concerned (net)</i>	<i>66%</i>	<i>64%</i>	<i>72%</i>	<i>80%</i>	<i>46%</i>	<i>61%</i>

- e. Healthcare

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very concerned	61%	60%	61%	68%	45%	67%
Somewhat concerned	25%	27%	26%	21%	15%	17%
Somewhat unconcerned	7%	7%	6%	6%	19%	6%
Very unconcerned	7%	7%	7%	5%	21%	10%
<i>Concerned (net)</i>	<i>85%</i>	<i>86%</i>	<i>86%</i>	<i>89%</i>	<i>60%</i>	<i>85%</i>



# - Healthcare Experience continued -

2. Thinking about the health care system in America as a whole, overall, how would you rate the quality of health care in this country?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very good	19%	20%	19%	13%	25%	10%
Good	48%	47%	55%	44%	40%	48%
Poor	21%	20%	17%	33%	22%	23%
Very poor	10%	11%	6%	10%	8%	17%
<i>Good (net)</i>	<i>67%</i>	<i>67%</i>	<i>74%</i>	<i>57%</i>	<i>65%</i>	<i>58%</i>
<i>Poor (net)</i>	<i>31%</i>	<i>32%</i>	<i>23%</i>	<i>43%</i>	<i>30%</i>	<i>40%</i>

3. From the following list, which health care issue is most important to you?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
The cost of health insurance premiums	28%	32%	15%	23%	27%	29%
Out of pocket health care costs, like co-pays and deductibles	26%	28%	24%	26%	24%	22%
The cost of prescription drugs	12%	10%	18%	11%	12%	10%
The cost of hospital care	15%	15%	14%	16%	8%	21%
Limited access to quality hospitals and treatments	7%	6%	10%	11%	16%	2%
Limited options for health care insurance coverage	8%	6%	9%	11%	4%	9%

4. And from the same list, which health care issue is the second most important to you?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
The cost of health insurance premiums	18%	19%	15%	17%	16%	16%
Out of pocket health care costs, like co-pays and deductibles	27%	29%	20%	26%	33%	40%
The cost of prescription drugs	16%	15%	22%	14%	18%	10%
The cost of hospital care	17%	16%	27%	18%	10%	10%
Limited access to quality hospitals and treatments	8%	7%	5%	10%	9%	5%
Limited options for health care insurance coverage	11%	12%	6%	13%	12%	19%



# - Healthcare Experience continued -

5. Thinking about the health care system in America as a whole, overall, how would you rate the quality of health insurance coverage in this country?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very good	8%	6%	15%	8%	4%	2%
Good	41%	42%	45%	43%	33%	35%
Poor	35%	37%	29%	36%	39%	28%
Very poor	13%	12%	8%	11%	14%	24%
<i>Good (net)</i>	<i>49%</i>	<i>48%</i>	<i>60%</i>	<i>51%</i>	<i>36%</i>	<i>37%</i>
<i>Poor (net)</i>	<i>47%</i>	<i>49%</i>	<i>37%</i>	<i>47%</i>	<i>54%</i>	<i>52%</i>

6. In the past two years, have the costs that you pay out of pocket for health care increased, decreased, or stayed about the same?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Increased	55%	59%	46%	43%	39%	51%
Decreased	4%	4%	6%	6%	1%	3%
Stayed about the same	39%	36%	46%	48%	57%	29%

7. From the following list, which two do you think are most responsible for the costs that you pay out of pocket for health care?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Health insurance companies	47	52	35	39	35	36
Pharmacists	8	6	18	11	5	2
Pharmaceutical companies	43	44	43	36	56	37
The federal government	36	37	26	36	28	50
Doctors	16	15	24	19	9	21
Hospitals	21	21	25	20	36	14
Pharmacy benefit managers	6	6	5	8	2	5



# - Healthcare Experience continued -

8. Thinking about your health care in general, how easy would you say...
- a. Accessing emergency medical needs.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very easy	48%	51%	51%	30%	59%	35%
Somewhat easy	34%	34%	26%	44%	29%	43%
Somewhat difficult	9%	8%	13%	12%	8%	11%
Very difficult	4%	4%	4%	6%	0%	5%
<i>Easy (net)</i>	<i>82%</i>	<i>84%</i>	<i>77%</i>	<i>74%</i>	<i>87%</i>	<i>78%</i>

- b. Understanding your medical bills.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very easy	25%	25%	26%	22%	39%	25%
Somewhat easy	34%	36%	37%	24%	30%	27%
Somewhat difficult	24%	24%	22%	35%	17%	20%
Very difficult	14%	14%	11%	14%	12%	18%
<i>Easy (net)</i>	<i>59%</i>	<i>60%</i>	<i>63%</i>	<i>46%</i>	<i>69%</i>	<i>51%</i>

- c. Getting answers from your insurance company.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very easy	23%	22%	26%	22%	36%	14%
Somewhat easy	32%	32%	37%	33%	20%	15%
Somewhat difficult	23%	26%	15%	24%	22%	15%
Very difficult	15%	15%	13%	14%	18%	21%
<i>Easy (net)</i>	<i>54%</i>	<i>54%</i>	<i>63%</i>	<i>55%</i>	<i>56%</i>	<i>29%</i>

- d. Accessing prescription medicines.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very easy	50%	52%	55%	35%	58%	37%
Somewhat easy	33%	33%	34%	38%	25%	34%
Somewhat difficult	10%	10%	6%	15%	14%	13%
Very difficult	4%	3%	4%	8%	2%	9%
<i>Easy (net)</i>	<i>83%</i>	<i>85%</i>	<i>89%</i>	<i>73%</i>	<i>83%</i>	<i>71%</i>

- e. Accessing routine doctor's visits.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very easy	54%	58%	56%	35%	63%	38%
Somewhat easy	31%	30%	33%	43%	30%	28%
Somewhat difficult	9%	9%	8%	11%	5%	17%
Very difficult	4%	3%	3%	6%	1%	17%
<i>Easy (net)</i>	<i>86%</i>	<i>88%</i>	<i>89%</i>	<i>78%</i>	<i>93%</i>	<i>66%</i>



# - Healthcare Experience continued -

f. Accessing appointments with specialists.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very easy	31%	31%	36%	30%	30%	23%
Somewhat easy	38%	41%	40%	31%	21%	33%
Somewhat difficult	19%	18%	17%	23%	32%	18%
Very difficult	8%	8%	3%	8%	12%	16%
<i>Easy (net)</i>	<i>69%</i>	<i>72%</i>	<i>76%</i>	<i>62%</i>	<i>52%</i>	<i>56%</i>

9. Have you had these types of visits with a doctor or other health professional in the past 12 months? – Yes summary

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
A routine doctors visit	79	79	89	83	80	47
A dental appointment	61	68	51	47	59	31
Visit to an urgent care clinic	30	31	25	34	38	21
Visit to the hospital emergency room	29	27	35	32	41	17
A visit to a specialist	52	54	59	49	52	28

10. Which visit took place most recently?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
The routine doctors visit	37%	35%	50%	32%	36%	31%
The dental appointment	22%	24%	12%	25%	17%	26%
The visit to an urgent care clinic	7%	8%	2%	9%	17%	6%
The visit to the hospital emergency room	8%	7%	11%	8%	10%	15%
The visit to a specialist	25%	25%	26%	24%	20%	23%

11. For the following statements, would you say you strongly agree, somewhat agree, somewhat disagree, or strongly disagree?

a. More doctors in my area used to accept my insurance coverage.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	28%	28%	25%	39%	29%	22%
Somewhat agree	26%	25%	32%	33%	23%	26%
Somewhat disagree	17%	19%	18%	12%	11%	14%
Strongly disagree	16%	17%	14%	9%	12%	13%
<i>Agree (net)</i>	<i>54%</i>	<i>53%</i>	<i>57%</i>	<i>72%</i>	<i>52%</i>	<i>48%</i>
<i>Disagree (net)</i>	<i>33%</i>	<i>36%</i>	<i>32%</i>	<i>21%</i>	<i>23%</i>	<i>27%</i>



# - Healthcare Experience continued -

b. My insurance used to cover more of my prescription drug costs.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	29%	27%	30%	31%	25%	31%
Somewhat agree	27%	28%	28%	33%	22%	21%
Somewhat disagree	19%	21%	19%	20%	17%	8%
Strongly disagree	14%	15%	15%	5%	18%	9%
<i>Agree (net)</i>	<i>56%</i>	<i>55%</i>	<i>58%</i>	<i>64%</i>	<i>47%</i>	<i>52%</i>
<i>Disagree (net)</i>	<i>33%</i>	<i>36%</i>	<i>34%</i>	<i>26%</i>	<i>35%</i>	<i>17%</i>

c. My insurance used to cover more services.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	32%	32%	31%	39%	23%	30%
Somewhat agree	25%	26%	26%	19%	19%	24%
Somewhat disagree	21%	24%	14%	22%	18%	9%
Strongly disagree	14%	13%	17%	12%	15%	11%
<i>Agree (net)</i>	<i>57%</i>	<i>58%</i>	<i>57%</i>	<i>58%</i>	<i>42%</i>	<i>55%</i>
<i>Disagree (net)</i>	<i>34%</i>	<i>37%</i>	<i>32%</i>	<i>34%</i>	<i>33%</i>	<i>20%</i>

12. For the following statements, would you say you strongly agree, somewhat agree, somewhat disagree, or strongly disagree?

a. I have control over decisions that affect my health like the doctors I see and the medicines I take.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	55%	56%	50%	58%	38%	55%
Somewhat agree	27%	29%	26%	23%	30%	21%
Somewhat disagree	10%	8%	15%	13%	21%	6%
Strongly disagree	6%	5%	5%	5%	4%	18%
<i>Agree (net)</i>	<i>81%</i>	<i>85%</i>	<i>76%</i>	<i>80%</i>	<i>68%</i>	<i>76%</i>
<i>Disagree (net)</i>	<i>16%</i>	<i>13%</i>	<i>20%</i>	<i>18%</i>	<i>25%</i>	<i>24%</i>

b. I have more information to make informed choices about my health care.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	47%	50%	45%	41%	60%	35%
Somewhat agree	35%	33%	38%	38%	21%	28%
Somewhat disagree	9%	9%	10%	11%	13%	7%
Strongly disagree	8%	7%	4%	7%	5%	18%
<i>Agree (net)</i>	<i>81%</i>	<i>83%</i>	<i>83%</i>	<i>79%</i>	<i>80%</i>	<i>63%</i>
<i>Disagree (net)</i>	<i>17%</i>	<i>16%</i>	<i>14%</i>	<i>18%</i>	<i>18%</i>	<i>26%</i>



# - Healthcare Experience continued -

c. I want to know more about what goes into the cost of my medical care.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	53%	53%	51%	56%	52%	50%
Somewhat agree	29%	31%	25%	27%	24%	32%
Somewhat disagree	10%	10%	11%	10%	17%	2%
Strongly disagree	5%	4%	7%	4%	4%	11%
<i>Agree (net)</i>	<i>82%</i>	<i>85%</i>	<i>76%</i>	<i>83%</i>	<i>76%</i>	<i>81%</i>
<i>Disagree (net)</i>	<i>15%</i>	<i>13%</i>	<i>17%</i>	<i>13%</i>	<i>20%</i>	<i>13%</i>

d. I would like my out of pocket costs to be more predictable year-to-year.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	61%	60%	66%	65%	66%	48%
Somewhat agree	24%	26%	17%	21%	25%	36%
Somewhat disagree	6%	7%	5%	8%	2%	4%
Strongly disagree	5%	6%	5%	4%	4%	13%
<i>Agree (net)</i>	<i>85%</i>	<i>85%</i>	<i>83%</i>	<i>86%</i>	<i>90%</i>	<i>84%</i>
<i>Disagree (net)</i>	<i>11%</i>	<i>12%</i>	<i>10%</i>	<i>12%</i>	<i>6%</i>	<i>16%</i>

e. I am stressed because I don't know what my out of pocket health care costs will be year-to-year.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	29%	28%	31%	45%	19%	32%
Somewhat agree	25%	26%	27%	23%	18%	14%
Somewhat disagree	22%	25%	16%	16%	19%	19%
Strongly disagree	20%	20%	20%	12%	37%	23%
<i>Agree (net)</i>	<i>54%</i>	<i>55%</i>	<i>58%</i>	<i>69%</i>	<i>37%</i>	<i>46%</i>
<i>Disagree (net)</i>	<i>43%</i>	<i>45%</i>	<i>36%</i>	<i>28%</i>	<i>56%</i>	<i>41%</i>

13. When it comes to improving transparency in health care, how important is it to you to have more transparency in each of the following areas?

a. Which medicines and doctors are covered by an insurance plan.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very important	79%	80%	79%	79%	78%	67%
Somewhat important	15%	16%	13%	13%	14%	15%
Somewhat unimportant	2%	3%	2%	1%	3%	1%
Very unimportant	2%	1%	2%	4%	0%	11%
<i>Important (net)</i>	<i>94%</i>	<i>95%</i>	<i>92%</i>	<i>93%</i>	<i>92%</i>	<i>82%</i>
<i>Unimportant (net)</i>	<i>4%</i>	<i>4%</i>	<i>4%</i>	<i>5%</i>	<i>3%</i>	<i>12%</i>



# - Healthcare Experience continued -

b. How much you need to pay out of pocket for care at the hospital.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very important	75%	77%	71%	71%	78%	68%
Somewhat important	17%	16%	21%	25%	12%	13%
Somewhat unimportant	3%	3%	3%	0%	-	7%
Very unimportant	2%	2%	2%	1%	11%	6%
<i>Important (net)</i>	<i>92%</i>	<i>93%</i>	<i>92%</i>	<i>95%</i>	<i>90%</i>	<i>81%</i>
<i>Unimportant (net)</i>	<i>5%</i>	<i>4%</i>	<i>5%</i>	<i>1%</i>	<i>11%</i>	<i>13%</i>

c. How much you would need to pay out of pocket at the pharmacy for prescription drugs.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very important	72%	75%	70%	70%	72%	66%
Somewhat important	19%	21%	11%	20%	25%	23%
Somewhat unimportant	4%	3%	5%	1%	1%	-
Very unimportant	3%	1%	10%	5%	1%	7%
<i>Important (net)</i>	<i>91%</i>	<i>95%</i>	<i>81%</i>	<i>90%</i>	<i>97%</i>	<i>89%</i>
<i>Unimportant (net)</i>	<i>7%</i>	<i>4%</i>	<i>15%</i>	<i>6%</i>	<i>2%</i>	<i>7%</i>

d. How pharmaceutical companies price prescription drugs.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very important	72%	73%	72%	71%	77%	57%
Somewhat important	21%	22%	18%	21%	14%	31%
Somewhat unimportant	3%	3%	3%	3%	2%	3%
Very unimportant	3%	2%	5%	3%	5%	4%
<i>Important (net)</i>	<i>93%</i>	<i>94%</i>	<i>89%</i>	<i>92%</i>	<i>92%</i>	<i>88%</i>
<i>Unimportant (net)</i>	<i>6%</i>	<i>5%</i>	<i>8%</i>	<i>6%</i>	<i>8%</i>	<i>7%</i>

e. How much pharmaceutical companies spend on researching and developing new drugs.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very important	52%	49%	56%	63%	56%	45%
Somewhat important	32%	35%	25%	19%	22%	44%
Somewhat unimportant	7%	7%	7%	7%	20%	3%
Very unimportant	7%	7%	8%	8%	0%	7%
<i>Important (net)</i>	<i>83%</i>	<i>84%</i>	<i>81%</i>	<i>82%</i>	<i>78%</i>	<i>88%</i>
<i>Unimportant (net)</i>	<i>14%</i>	<i>14%</i>	<i>15%</i>	<i>14%</i>	<i>20%</i>	<i>10%</i>





# - Healthcare Experience continued -

f. How much pharmaceutical companies spend on marketing prescription drugs.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very important	49%	49%	53%	59%	54%	33%
Somewhat important	26%	27%	20%	25%	22%	31%
Somewhat unimportant	12%	15%	7%	6%	10%	8%
Very unimportant	9%	7%	14%	7%	13%	16%
<i>Important (net)</i>	<i>76%</i>	<i>76%</i>	<i>73%</i>	<i>83%</i>	<i>75%</i>	<i>64%</i>
<i>Unimportant (net)</i>	<i>21%</i>	<i>22%</i>	<i>21%</i>	<i>13%</i>	<i>23%</i>	<i>24%</i>

g. How often and why health plans deny coverage for treatment plans or care prescribed by your doctor.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very important	69%	72%	59%	77%	49%	69%
Somewhat important	21%	20%	24%	16%	41%	21%
Somewhat unimportant	3%	4%	3%	1%	2%	1%
Very unimportant	2%	2%	5%	1%	0%	4%
<i>Important (net)</i>	<i>90%</i>	<i>92%</i>	<i>83%</i>	<i>93%</i>	<i>90%</i>	<i>89%</i>
<i>Unimportant (net)</i>	<i>5%</i>	<i>5%</i>	<i>7%</i>	<i>2%</i>	<i>2%</i>	<i>5%</i>

14. When it comes to the physician or medical provider that provides most of your care, do you agree or disagree with the following statements?

a. I trust my doctor to put my medical needs above all other considerations when treating my medical problems.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	63%	62%	75%	65%	57%	42%
Somewhat agree	24%	26%	16%	20%	21%	30%
Somewhat disagree	6%	6%	5%	5%	17%	14%
Strongly disagree	5%	5%	3%	7%	5%	7%
<i>Agree (net)</i>	<i>87%</i>	<i>88%</i>	<i>91%</i>	<i>86%</i>	<i>78%</i>	<i>73%</i>
<i>Disagree (net)</i>	<i>11%</i>	<i>11%</i>	<i>7%</i>	<i>13%</i>	<i>21%</i>	<i>20%</i>

b. I think my doctor feels the need to factor in my type of insurance coverage when deciding what treatments I should get.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	38%	38%	43%	40%	33%	45%
Somewhat agree	26%	26%	22%	27%	33%	20%
Somewhat disagree	14%	16%	12%	13%	7%	11%
Strongly disagree	18%	18%	19%	16%	21%	16%
<i>Agree (net)</i>	<i>64%</i>	<i>64%</i>	<i>64%</i>	<i>66%</i>	<i>65%</i>	<i>65%</i>
<i>Disagree (net)</i>	<i>32%</i>	<i>34%</i>	<i>31%</i>	<i>29%</i>	<i>28%</i>	<i>27%</i>



# - Healthcare Experience continued -

c. I think my doctor's options for treatment are limited because my insurance will only cover certain things.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Strongly agree	36%	33%	40%	52%	19%	54%
Somewhat agree	23%	24%	20%	24%	29%	14%
Somewhat disagree	18%	20%	15%	11%	11%	5%
Strongly disagree	20%	20%	20%	11%	36%	18%
<i>Agree (net)</i>	<i>59%</i>	<i>57%</i>	<i>60%</i>	<i>76%</i>	<i>49%</i>	<i>68%</i>
<i>Disagree (net)</i>	<i>38%</i>	<i>40%</i>	<i>35%</i>	<i>22%</i>	<i>47%</i>	<i>23%</i>

15. Was there a time in the past two years when you felt you needed health care but did not get it, OR did you get health care every time you needed it in the past 2 years?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
There was at least one time I did not receive the health care I needed	17%	15%	12%	26%	18%	48%
I always received the care I needed	80%	83%	87%	74%	77%	44%

16. Please tell me if any of the following were or were not reasons you could not get the health care you needed. Was there a time in the past two years when you could not get health care because... ? Summary – yes

N = 292	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
You could not afford the out-of-pocket costs for health care	67%	59%	67%	91%	62%	83%
You could not find a doctor who would take your health insurance	35%	23%	46%	86%	36%	33%
You could not get an appointment during the hours you needed	33%	31%	42%	52%	47%	15%
You felt the health care center was too far or difficult to get to	20%	14%	29%	55%	38%	5%



# - Healthcare Experience continued -

17. Are you currently covered by any of the following types of health insurance or health coverage plans?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Insurance through a current or former employer or union	51%	82%	-	-	-	-
Insurance purchased directly from an insurance company	13%	21%	-	-	-	-
Medicare	22%	10%	100%	-	-	-
Medicaid, Medical Assistance, or any kind of government-assistance plan	12%	4%	16%	100%	-	-
TRICARE or other military health care	4%	1%	5%	0%	61%	-
VA	4%	2%	5%	1%	47%	-
Indian Health Service	1%	0%	1%	1%	4%	-
Any other kind of health insurance or health coverage plan	7%	3%	11%	1%	2%	-
Uninsured	5%	-	-	-	-	100%

18. Thinking specifically about your health insurance or health coverage, how satisfied are you with...?

a. The enrollment process.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very satisfied	48%	49%	47%	47%	65%	-
Somewhat satisfied	34%	35%	32%	38%	9%	-
Somewhat dissatisfied	8%	8%	9%	6%	10%	-
Very dissatisfied	5%	5%	5%	7%	4%	-
<i>Satisfied (net)</i>	<i>82%</i>	<i>84%</i>	<i>79%</i>	<i>85%</i>	<i>74%</i>	<i>-</i>
<i>Dissatisfied (net)</i>	<i>13%</i>	<i>13%</i>	<i>14%</i>	<i>13%</i>	<i>14%</i>	<i>-</i>

b. The doctor network.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very satisfied	48%	48%	53%	43%	42%	-
Somewhat satisfied	37%	38%	31%	30%	38%	-
Somewhat dissatisfied	8%	8%	5%	11%	12%	-
Very dissatisfied	5%	4%	8%	12%	1%	-
<i>Satisfied (net)</i>	<i>84%</i>	<i>86%</i>	<i>84%</i>	<i>73%</i>	<i>80%</i>	<i>-</i>
<i>Dissatisfied (net)</i>	<i>13%</i>	<i>12%</i>	<i>13%</i>	<i>23%</i>	<i>13%</i>	<i>-</i>



# - Healthcare Experience continued -

c. The medical benefits.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very satisfied	41%	38%	48%	39%	69%	-
Somewhat satisfied	43%	46%	36%	43%	28%	-
Somewhat dissatisfied	10%	11%	9%	10%	2%	-
Very dissatisfied	5%	5%	4%	6%	1%	-
<i>Satisfied (net)</i>	<i>84%</i>	<i>83%</i>	<i>84%</i>	<i>82%</i>	<i>96%</i>	<i>-</i>
<i>Dissatisfied (net)</i>	<i>15%</i>	<i>16%</i>	<i>13%</i>	<i>16%</i>	<i>3%</i>	<i>-</i>

d. The ability to get the medical services you need.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very satisfied	55%	55%	63%	43%	61%	-
Somewhat satisfied	35%	36%	27%	42%	32%	-
Somewhat dissatisfied	5%	4%	4%	8%	6%	-
Very dissatisfied	4%	4%	4%	7%	1%	-
<i>Satisfied (net)</i>	<i>90%</i>	<i>91%</i>	<i>90%</i>	<i>84%</i>	<i>92%</i>	<i>-</i>
<i>Dissatisfied (net)</i>	<i>9%</i>	<i>8%</i>	<i>8%</i>	<i>15%</i>	<i>7%</i>	<i>-</i>

e. The pharmacy benefits.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very satisfied	41%	38%	55%	38%	50%	-
Somewhat satisfied	41%	44%	30%	41%	45%	-
Somewhat dissatisfied	9%	10%	6%	10%	4%	-
Very dissatisfied	6%	6%	6%	5%	0%	-
<i>Satisfied (net)</i>	<i>82%</i>	<i>81%</i>	<i>86%</i>	<i>80%</i>	<i>95%</i>	<i>-</i>
<i>Dissatisfied (net)</i>	<i>14%</i>	<i>16%</i>	<i>12%</i>	<i>16%</i>	<i>4%</i>	<i>-</i>

f. The claims that are paid by your insurer.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very satisfied	40%	38%	50%	39%	58%	-
Somewhat satisfied	40%	42%	33%	39%	25%	-
Somewhat dissatisfied	10%	11%	6%	14%	7%	-
Very dissatisfied	5%	5%	8%	4%	-	-
<i>Satisfied (net)</i>	<i>81%</i>	<i>80%</i>	<i>83%</i>	<i>78%</i>	<i>84%</i>	<i>-</i>
<i>Dissatisfied (net)</i>	<i>16%</i>	<i>17%</i>	<i>13%</i>	<i>18%</i>	<i>7%</i>	<i>-</i>



# - Healthcare Experience continued -

g. The written materials that explain your benefits and coverage.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very satisfied	38%	34%	46%	40%	47%	-
Somewhat satisfied	40%	43%	34%	39%	32%	-
Somewhat dissatisfied	13%	13%	9%	15%	11%	-
Very dissatisfied	7%	8%	6%	3%	1%	-
<i>Satisfied (net)</i>	<i>78%</i>	<i>77%</i>	<i>81%</i>	<i>79%</i>	<i>79%</i>	<i>-</i>
<i>Dissatisfied (net)</i>	<i>20%</i>	<i>21%</i>	<i>16%</i>	<i>18%</i>	<i>12%</i>	<i>-</i>

h. The value of the coverage your plan provides compared to the cost.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very satisfied	37%	34%	43%	35%	68%	-
Somewhat satisfied	38%	40%	36%	37%	20%	-
Somewhat dissatisfied	12%	13%	11%	11%	2%	-
Very dissatisfied	10%	11%	5%	11%	6%	-
<i>Satisfied (net)</i>	<i>75%</i>	<i>74%</i>	<i>80%</i>	<i>72%</i>	<i>88%</i>	<i>-</i>
<i>Dissatisfied (net)</i>	<i>22%</i>	<i>24%</i>	<i>16%</i>	<i>22%</i>	<i>8%</i>	<i>-</i>

19. Please tell me which one comes closest to your view, even if none are exactly right.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
I support lawmakers making big changes in order to improve America's health care system	41%	40%	41%	40%	46%	40%
I support lawmakers making some small changes in order to improve America's health care system	33%	36%	24%	31%	24%	29%
I am not in favor of lawmakers making changes to America's health care system	21%	20%	26%	21%	20%	25%
Don't know	6%	4%	9%	8%	10%	6%



# - Healthcare Experience continued -

20. What is your likelihood of supporting a candidate for Congress if...

a. The candidate supports improving and fully funding the Affordable Care Act also known as Obamacare.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Much more likely	31%	29%	37%	32%	13%	52%
Somewhat more likely	21%	22%	21%	29%	11%	1%
Somewhat less likely	13%	13%	11%	14%	26%	16%
Much less likely	27%	31%	21%	19%	26%	25%
Makes no difference	4%	2%	6%	2%	17%	6%
<i>More likely (net)</i>	<i>52%</i>	<i>50%</i>	<i>58%</i>	<i>61%</i>	<i>24%</i>	<i>53%</i>
<i>Less likely (net)</i>	<i>40%</i>	<i>43%</i>	<i>32%</i>	<i>33%</i>	<i>52%</i>	<i>40%</i>

b. The candidate supports repealing the Affordable Care Act also known as Obamacare.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Much more likely	29%	30%	28%	18%	38%	34%
Somewhat more likely	17%	18%	1%	13%	20%	13%
Somewhat less likely	14%	13%	17%	21%	15%	12%
Much less likely	31%	32%	28%	28%	16%	22%
Makes no difference	4%	5%	4%	2%	-	12%
<i>More likely (net)</i>	<i>46%</i>	<i>48%</i>	<i>45%</i>	<i>31%</i>	<i>58%</i>	<i>47%</i>
<i>Less likely (net)</i>	<i>45%</i>	<i>45%</i>	<i>45%</i>	<i>49%</i>	<i>30%</i>	<i>34%</i>

c. The candidate supports lowering the out-of-pocket costs that people pay for their health care.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Much more likely	49%	49%	51%	46%	44%	45%
Somewhat more likely	32%	34%	28%	32%	33%	24%
Somewhat less likely	6%	5%	7%	8%	14%	7%
Much less likely	6%	6%	6%	6%	4%	5%
Makes no difference	4%	3%	5%	2%	4%	12%
<i>More likely (net)</i>	<i>81%</i>	<i>83%</i>	<i>79%</i>	<i>77%</i>	<i>77%</i>	<i>69%</i>
<i>Less likely (net)</i>	<i>12%</i>	<i>11%</i>	<i>13%</i>	<i>14%</i>	<i>18%</i>	<i>12%</i>

d. The candidate supports requiring pharmaceutical companies, hospitals and insurers to disclose more about their costs.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Much more likely	49%	50%	46%	44%	50%	41%
Somewhat more likely	34%	36%	31%	27%	36%	37%
Somewhat less likely	5%	4%	7%	13%	3%	7%
Much less likely	5%	5%	3%	9%	11%	5%
Makes no difference	4%	3%	7%	6%	-	9%
<i>More likely (net)</i>	<i>83%</i>	<i>85%</i>	<i>77%</i>	<i>70%</i>	<i>86%</i>	<i>78%</i>
<i>Less likely (net)</i>	<i>10%</i>	<i>9%</i>	<i>11%</i>	<i>21%</i>	<i>13%</i>	<i>12%</i>



## - Healthcare Experience continued -

- e. The candidate supports drug pricing reform so that a larger portion of pharmaceutical company discounts are passed on to consumers.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Much more likely	46%	49%	44%	42%	51%	16%
Somewhat more likely	34%	35%	29%	24%	38%	55%
Somewhat less likely	6%	5%	7%	17%	8%	6%
Much less likely	7%	6%	12%	8%	2%	4%
Makes no difference	4%	4%	3%	3%	2%	12%
<i>More likely (net)</i>	<i>81%</i>	<i>84%</i>	<i>73%</i>	<i>67%</i>	<i>89%</i>	<i>71%</i>
<i>Less likely (net)</i>	<i>13%</i>	<i>11%</i>	<i>19%</i>	<i>24%</i>	<i>10%</i>	<i>10%</i>

- f. The candidate supports single-payer health care.

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Much more likely	25%	24%	29%	29%	19%	22%
Somewhat more likely	27%	28%	24%	25%	34%	31%
Somewhat less likely	11%	11%	10%	17%	15%	9%
Much less likely	15%	16%	13%	7%	6%	17%
Makes no difference	5%	4%	8%	6%	1%	11%
<i>More likely (net)</i>	<i>52%</i>	<i>52%</i>	<i>53%</i>	<i>54%</i>	<i>53%</i>	<i>53%</i>
<i>Less likely (net)</i>	<i>26%</i>	<i>28%</i>	<i>23%</i>	<i>23%</i>	<i>21%</i>	<i>25%</i>

21. How would you rate your overall health?

	Total	Commercial	Medicare	Medicaid	VA & Military	Uninsured
Very good	39%	42%	29%	29%	42%	39%
Good	41%	43%	39%	31%	38%	37%
Fair	15%	12%	22%	21%	17%	19%
Poor	4%	2%	6%	16%	3%	0%
Very poor	2%	1%	4%	4%	-	6%
<i>Good (net)</i>	<i>80%</i>	<i>86%</i>	<i>68%</i>	<i>60%</i>	<i>80%</i>	<i>75%</i>
<i>Poor (net)</i>	<i>5%</i>	<i>3%</i>	<i>10%</i>	<i>19%</i>	<i>3%</i>	<i>6%</i>



# - Healthcare Experience continued -

## About the Study

*These are findings from an Ipsos poll conducted March 13-25, 2018 on behalf of Consumers for Quality Care. For the survey, a sample of 1,700 adults age 18+ from the continental U.S., Alaska and Hawaii was interviewed via phone in English.*

*The sample for this study was developed through random digital dialing. Ipsos uses fixed sample targets, unique to each study, in drawing sample. After a sample has been obtained from the Ipsos panel, Ipsos calibrates respondent characteristics to be representative of the U.S. Population using standard procedures such as raking-ratio adjustments. The source of these population targets is U.S. Census 2013 American Community Survey data. The sample drawn for this study reflects fixed sample targets on demographics. Post-hoc weights were made to the population characteristics on gender, age, race/ethnicity, region, and education.*

*All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error and measurement error. Where figures do not sum to 100, this is due to the effects of rounding. The precision of Ipsos phone polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 2.7 percentage points for all respondents. Ipsos calculates a design effect (DEFF) for each study based on the variation of the weights, following the formula of Kish (1965). This study had a credibility interval adjusted for design effect of the following (n=1,700, DEFF=1.5, adjusted Confidence Interval=2.7).*

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# - Healthcare Experience continued -

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