



## PUBLIC POLL FINDINGS AND METHODOLOGY

### People with higher levels of personal resilience are more proactive with their heart health

New Cigna/Ipsos Poll finds that individuals who are more resilient are also more likely to have their annual physical exam and have their blood pressure and cholesterol levels checked, which help them keep better tabs on their risk for heart disease

#### Topline Findings

**Washington, DC, February 8, 2021** – A new Cigna/Ipsos poll finds that 62% of individuals in the more resilient group report completing the bloodwork for a cholesterol level check compared to 44% of individuals in the less resilient group. Similarly, 67% of the more resilient individuals report seeing a doctor within the last twelve months compared to 54% of the less resilient individuals. Cigna used the Short Adult Resilience Measure (ARM-R), a self-report measures of social-ecological resilience to group survey respondents into two group: High Resilient and Med/Low Resilient based on their score. Individuals who scored 7-24 were classified in the less resilient (Low-Med) group and those scoring 25-35 in the more resilient (High) group. Highly resilient people tend to skew older, female, white and married, with greater education and income.

*These are the findings of an Ipsos poll conducted between January 8-11, 2021, on behalf of Cigna. For this survey, a sample of 2,010 adults age 18+ from the continental U.S., Alaska, and Hawaii was interviewed online in English. The poll has a credibility interval of plus or minus 2.5 percentage points for all respondents.*

**For full results, please refer to the following annotated questionnaire:**

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### Full Annotated Questionnaire

1. How would you best describe your current...

% Excellent / Very Good / Good

	Total	Low/Medium Resilience	High Resilience
Overall health	80%	70%	86%
Physical health	77%	65%	84%
Mental health	77%	62%	86%
Social life	58%	43%	67%
Family life	82%	64%	92%
Financial situation	68%	54%	77%
Work-life balance	75%	63%	83%
Work life	79%	68%	85%

2. Do you have one person you think of as your personal doctor or health care provider?

	Total	Low/Medium Resilience	High Resilience
Yes ( <i>Net</i> )	76%	67%	82%
Yes, only one	53%	48%	55%
Yes, more than one	24%	19%	26%
No	20%	27%	16%
Don't Know/Not sure	4%	6%	3%

3. About how long has it been since you last visited a doctor for a routine checkup? A routine checkup is a general physical exam, not an exam for a specific injury, illness, or condition.

	Total	Low/Medium Resilience	High Resilience
This year (anytime less than 12 months ago)	62%	54%	67%
Over a year ago, but less than 3 years ago	23%	24%	23%
3 or more years ago	10%	15%	7%
Don't know / Not sure	3%	5%	1%
Never	1%	2%	1%

4. During the past 12 months, was there a time you needed to see a doctor or get medical care but DID NOT get it because of cost?

	Total	Low/Medium Resilience	High Resilience
Yes	14%	19%	11%
No	83%	75%	87%
Don't Know/Not sure	4%	6%	2%

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5. During the past 12 months, was there a time when you needed to get a prescription medication but DID NOT get it because of cost?

	Total	Low/Medium Resilience	High Resilience
Yes	14%	17%	11%
No	84%	78%	87%
Don't Know/Not sure	3%	5%	2%

6. During the past 12 months, have you had any of the following health prevention/screening services?

% Yes

	Total	Low/Medium Resilience	High Resilience
Blood analysis for cholesterol level	55%	44%	62%
Blood pressure check by a health professional	72%	61%	79%
Mammography	38%	28%	43%
Pap smear	31%	23%	35%
Dental cleaning	59%	48%	65%
Eye exam	50%	41%	55%
Mental health/well-being screening (e.g. depression)	24%	25%	24%
Colonoscopy	14%	11%	15%

7. How strongly do you AGREE or DISAGREE with each of the following statements?

% Strongly Agree / Agree

	Total	Low/Medium Resilience	High Resilience
My doctors treat me in a very friendly and courteous manner.	81%	68%	89%
I am able to get medical care whenever I need it.	70%	52%	80%
Doctors are good about explaining the reasons for medical tests.	68%	51%	78%
I think my doctor's office has everything needed to provide complete medical care.	67%	51%	76%
I have easy access to the medical specialists I need.	66%	48%	77%
When I go for medical care, they are careful to check everything when treating and examining me.	62%	44%	72%
I feel confident that I can get the medical care I need without being set back financially.	60%	44%	69%
Doctors usually spend plenty of time with me.	58%	42%	67%
The medical care I have been receiving is just about perfect.	51%	35%	61%
Sometimes doctors make me wonder if their diagnosis is correct.	33%	40%	29%
I find it hard to get an appointment for medical care right away.	31%	37%	28%

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	Total	Low/Medium Resilience	High Resilience
Those who provide me medical care sometimes hurry too much when they treat me.	30%	35%	27%
I am dissatisfied with some things about the medical care I receive.	26%	34%	22%
Where I get medical care, people have to wait too long for emergency treatment.	25%	29%	23%
Doctors sometimes ignore what I tell them.	25%	35%	20%
I have to pay for more of my medical care than I can afford.	24%	30%	21%
Doctors/health professionals act too businesslike and impersonal towards me.	20%	25%	17%
I have some doubts about the ability of the doctors who treat me.	20%	27%	16%

8. Overall, how satisfied are you with your current health insurance coverage?

	Total	Low/Medium Resilience	High Resilience
<i>Satisfied (Net)</i>	<i>53%</i>	<i>35%</i>	<i>63%</i>
Extremely satisfied	17%	9%	21%
Very satisfied	36%	26%	42%
Moderately satisfied	29%	40%	24%
<i>Not Satisfied (Net)</i>	<i>18%</i>	<i>25%</i>	<i>14%</i>
Slightly satisfied	10%	14%	8%
Not at all satisfied	8%	11%	6%

9. Thinking about your overall experience with your existing health insurance coverage, how likely are you to recommend your health insurance company to a friend or family member?

	Total	Low/Medium Resilience	High Resilience
10 - Extremely likely	20%	11%	26%
9	12%	9%	14%
8	19%	14%	21%
7	13%	15%	12%
6	6%	8%	5%
5	14%	19%	11%
4	4%	6%	2%
3	3%	5%	1%
2	1%	1%	2%
1	1%	2%	1%
0 - Not at all likely	7%	11%	5%

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10. How satisfied are you with each of the following components of your health insurance?

% Satisfied

	Total	Low/Medium Resilience	High Resilience
Simplicity: how easy it is to use your insurance plan.	58%	43%	66%
Network of Providers: the number and type of health providers available in your health plan.	56%	37%	66%
Medical Coverage: the types of medical services and treatments covered by your health plan.	55%	39%	64%
Prescription Medication Coverage: the types of medications covered by your health plan.	54%	41%	61%
Sense of Security: having peace of mind that your health plan will cover any major medical costs.	53%	37%	62%
Value: what you get from health insurance considering what you give or pay	50%	38%	58%
Support: support or help your health insurance provides when questions come up or you need help.	47%	31%	57%
Overall Coverage Plan Communications: how easy it is to find out and understand what is covered by your health plan, when you need to know what is covered.	46%	30%	55%
Health Care Cost: the amount you pay when you receive care (i.e., your out-of-pocket costs, including deductible, procedures/meds not covered by the plan, etc.).	41%	29%	48%
Health and Wellness Programs: health and wellbeing programs included in your health plan like health coaching, nutrition coaching, weight management, smoking-cessation, etc.	40%	26%	48%
Health Plan premium cost: the amount you pay to have a health insurance plan (i.e., your insurance premium).	39%	30%	43%
Mental Health Coverage: the types of providers, services or treatments covered in your plan for mental health.	37%	27%	43%

11. How much value would you say your health insurance plan provides you?

	Total	Low/Medium Resilience	High Resilience
10 - Extreme value	18%	9%	23%
9	14%	11%	17%
8	20%	16%	23%
7	14%	14%	13%
6	10%	14%	7%
5	11%	17%	7%
4	3%	5%	2%
3	3%	5%	2%
2	2%	2%	1%
1	*	1%	*
0 - No value at all	5%	8%	3%

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12. Which of the following types of health insurance do you prefer?

	Total	Low/Medium Resilience	High Resilience
Private health insurance I purchase on my own	13%	11%	14%
Private health insurance I purchase through my employer	16%	14%	17%
State health insurance	6%	9%	4%
Government health insurance	25%	26%	24%
Employer-sponsored health insurance provided through employer	33%	30%	35%
No health insurance	4%	6%	3%
Other	4%	4%	4%

13. Please indicate how much you agree or disagree with the following statements.

% Strongly Agree / Agree

	Total	Low/Medium Resilience	High Resilience
My health insurance is valuable to me even after considering the costs	72%	56%	81%
I feel protected or covered with my current health insurance plan	69%	51%	79%
My insurance helps to get access to high quality care	65%	47%	75%
I have felt less stress during the pandemic knowing that I have health insurance coverage	58%	44%	66%
My health plan understands me and my health needs	52%	36%	62%
I'm not so confident that I can access the best care for my needs with my current health insurance	29%	29%	29%

14. Was there a time, in the last 12 months, when you received any bills for medical care or services that surprised you?

	Total	Low/Medium Resilience	High Resilience
Yes	24%	25%	23%
No	71%	67%	74%
Don't Know/Not sure	5%	7%	4%

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15. How important is it to you to that your employer (or spouse's employer) provides you with health benefits?

	Total	Low/Medium Resilience	High Resilience
Extremely Important	63%	49%	71%
Very Important	22%	24%	21%
Moderately Important	9%	18%	5%
Slightly Important	3%	6%	1%
Not at all Important	1%	3%	1%
Not applicable	1%	1%	1%

16. To what extent do the following statements apply to you? There are no right or wrong answers.

% A lot / Quite a bit

	Total	Low/Medium Resilience	High Resilience
I cooperate with people around me	74%	48%	89%
Getting and improving qualifications or skills is important to me	57%	35%	69%
I know how to behave in different social situations	75%	45%	92%
My family have usually supported me through life	68%	30%	90%
My family knows a lot about me	66%	35%	85%
If I am hungry, I can get food to eat	85%	70%	94%
People like to spend time with me	58%	27%	77%
I talk to my family/partner about how I feel	58%	25%	78%
I feel supported by my friends	61%	22%	83%
I feel that I belong in my community	50%	12%	72%
My family/partner stands by me during difficult times	72%	43%	90%
My friends stand by me during difficult times	60%	26%	80%
I am treated fairly in my community	64%	24%	87%
I have opportunities to show others that I can act responsibly	72%	44%	88%
I feel secure when I am with my family/partner	75%	45%	92%
I have opportunities to apply my abilities in life (like skills, a job, caring for others)	58%	20%	80%
I enjoy my family's/partner's cultural and family traditions.	65%	34%	83%



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### About the Study

These are the findings from an Ipsos poll conducted January 8 – 11, 2021 on behalf of Cigna. For the survey, a sample of 2,010 adults ages 18 and over from the continental U.S., Alaska and Hawaii was interviewed online in English.

The sample for this study was randomly drawn from Ipsos' online panel (see [link](#) for more info on "Access Panels and Recruitment"), partner online panel sources, and "river" sampling (see [link](#) for more info on the Ipsos "Ampario Overview" sample method) and does not rely on a population frame in the traditional sense. Ipsos uses fixed sample targets, unique to each study, in drawing a 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 2018 American Community Survey data. The sample drawn for this study reflects fixed sample targets on demographics. Posthoc weights were made to the population characteristics on gender, age, race/ethnicity, region, and education.

Statistical margins of error are not applicable to online non-probability polls. 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 online polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 2.5 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=2,010, DEFF=1.5, adjusted Confidence Interval= +/-4.0 percentage points for all respondents).

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### About Ipsos

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