



## PUBLIC POLL FINDINGS AND METHODOLOGY

### Most Medicare members have an easy way to find providers and treatment but want better access to supplemental health benefits

New Virgin Pulse/Ipsos poll finds that one in three Medicare members worry about being able to afford recommended care

#### Topline Findings

Washington DC, May 25, 2022

#### Detailed Findings

1. The majority of Medicare members feel they have easy access to care and resources that help them understand their overall health. However, a plurality are concerned about affording recommended care
  - Overall, Medicare members feel that they understand their health insurance (84%) and that their health plan does enough to support their health needs (72%).
  - About 3 in 5 members say they currently have access to an easy way to find providers and treatment options (65%) as well as resources that give them a clear picture of their overall health and their conditions (62%). More Medicare Advantage members have access to these benefits than members on government paid for plans (government-sponsored Medicare members).
  - Despite having easy access to care, over 1 in 3 Medicare members worry about being able to afford the care doctors recommend to them, from prescriptions to medical procedures (34%), with about 1 in 6 members saying they cannot always afford their prescriptions (17%).
  - Slightly more members on government sponsored Medicare plans say they have had trouble affording prescriptions (22%) than Medicare Advantage members (14%). In addition, members who are employed full time worry more about affording care (42%) than retirees (32%).
  - Help accessing healthy foods was also important to most Medicare members (59%), particularly among members with both Medicare and Medicaid (76%)



## PUBLIC POLL FINDINGS AND METHODOLOGY

2. When considering the importance of benefits, Medicare members list prescription drug coverage as the most important benefit for their plan to have, but say they would also like access to additional benefits that cover all their health needs, such as gym membership fees or vision care.
  - Nearly all (93%) Medicare members list prescription drug coverage as the most important health benefit in their plan, followed by supplemental benefits like dental and vision care or gym memberships (85%).
  - About 2 in 5 members (45%) do not currently have access to supplemental health benefits and say they would want access in the future. These supplemental benefits were significantly more important to Medicare Advantage members (91%) than to those with government sponsored Medicare plans (78%).
  - Other resources members want access to include cost tools or resources that help them know how much healthcare services and medications will cost (42%). Resources like this could help the 1 in 5 members who say they felt overwhelmed by information from their plan (20%) and were surprised by a bill or the cost of care (20%).
  
3. As a result of the COVID-19 pandemic, health benefits such as digital access to care or transportation assistance for Medicare members remained important, but support for staying connected to loved ones and prescription drug coverage have become even more important.
  - About two thirds of members say support staying connected to friends, family, and community (39%) and prescription coverage (36%) have become more important to them since the pandemic began.
  - Nearly half (48%) of members say having digital ways to access care is important to them.
  - Digital access to care was more important among full time workers (62%) compared to retirees (47%).
  - Throughout the last year of the pandemic, two thirds of members got frequent and helpful information about COVID-19 testing, treatment and vaccines from their plans (66%).

*These are the findings of a Virgin Pulse/Ipsos poll conducted between March 23-25 and April 13-14, 2022. For this survey, a sample of 1,071 adults enrolled in Medicare ages 65+ from the continental U.S., Alaska, and Hawaii was interviewed online in English. The poll has a credibility interval of plus or minus 3.7 percentage points for all respondents.*

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

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## PUBLIC POLL FINDINGS AND METHODOLOGY

### Full Annotated Questionnaire

1. What type of health plan do you have? Select all that apply.

	<b>Total (N=1234)</b>	<b>Government- sponsored Medicare (N=446)</b>	<b>Medicare Advantage (N=589)</b>	<b>Medicare and Medicaid (N=94)</b>
A Medicare Advantage Plan (like an HMO or PPO by Aetna)	49%	10%	100%	17%
Government-sponsored Medicare plan	35%	100%	7%	2%
Both Medicare and Medicaid (dual eligible)	9%	1%	3%	100%
Insurance through your or your spouse's employer	8%	5%	1%	-
Insurance purchased directly from an insurance company	6%	7%	3%	6%
VA	4%	4%	1%	4%
TRICARE	3%	6%	*	-
Insurance purchased on the health exchange (ACA)	*	*	-	-
Other	2%	2%	-	2%
Don't know	*	-	-	-
I do not have health plan coverage	1%	-	-	-

2. To what extent do you agree or disagree with the following statements

#### Total Agree Summary

	<b>Total (N=1071)</b>	<b>Government- sponsored Medicare (N=446)</b>	<b>Medicare Advantage (N=589)</b>	<b>Medicare and Medicaid (N=94)</b>
I understand my health insurance and what types of care and medications it covers	84%	82%	85%	83%
I feel healthier than my parents were when they were my age	53%	51%	55%	50%
I think I'll live longer than my parents	49%	48%	49%	51%
I'm worried about the effects of getting severe COVID-19 symptoms	46%	51%	44%	42%
I worry about being able to afford care recommended to me – prescriptions, medical procedures, etc.	34%	36%	33%	32%
I still need to catch up on care I skipped/put off because of the pandemic	21%	19%	22%	28%
I have had challenges accessing healthcare services during the pandemic	12%	12%	11%	19%





## PUBLIC POLL FINDINGS AND METHODOLOGY

a) I still need to catch up on care I skipped/put off because of the pandemic

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	4%	4%	4%	8%
Somewhat Agree	16%	16%	18%	19%
Neither Agree nor Disagree	18%	18%	16%	24%
Somewhat Disagree	32%	33%	33%	28%
Strongly Disagree	30%	30%	29%	21%
<i>Agree</i>	<i>21%</i>	<i>19%</i>	<i>22%</i>	<i>28%</i>
<i>Disagree</i>	<i>62%</i>	<i>63%</i>	<i>62%</i>	<i>49%</i>

b) I feel healthier than my parents were when they were my age

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	20%	19%	20%	23%
Somewhat Agree	34%	32%	35%	27%
Neither Agree nor Disagree	32%	32%	32%	36%
Somewhat Disagree	12%	14%	12%	13%
Strongly Disagree	2%	4%	1%	1%
<i>Agree</i>	<i>53%</i>	<i>51%</i>	<i>55%</i>	<i>50%</i>
<i>Disagree</i>	<i>14%</i>	<i>17%</i>	<i>13%</i>	<i>14%</i>

c) I understand my health insurance and what types of care and medications it covers

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	30%	29%	28%	34%
Somewhat Agree	54%	53%	56%	48%
Neither Agree nor Disagree	11%	11%	11%	13%
Somewhat Disagree	4%	5%	3%	4%
Strongly Disagree	2%	3%	1%	1%
<i>Agree</i>	<i>84%</i>	<i>82%</i>	<i>85%</i>	<i>83%</i>
<i>Disagree</i>	<i>5%</i>	<i>7%</i>	<i>5%</i>	<i>5%</i>

d) I worry about being able to afford care recommended to me – prescriptions, medical procedures, etc.

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	10%	10%	10%	9%
Somewhat Agree	24%	26%	23%	23%
Neither Agree nor Disagree	19%	16%	20%	29%
Somewhat Disagree	29%	28%	32%	23%
Strongly Disagree	18%	20%	15%	16%
<i>Agree</i>	<i>34%</i>	<i>36%</i>	<i>33%</i>	<i>32%</i>
<i>Disagree</i>	<i>47%</i>	<i>48%</i>	<i>47%</i>	<i>39%</i>

## PUBLIC POLL FINDINGS AND METHODOLOGY

e) I have had challenges accessing healthcare services during the pandemic

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	2%	2%	2%	6%
Somewhat Agree	10%	10%	9%	13%
Neither Agree nor Disagree	14%	13%	15%	21%
Somewhat Disagree	34%	31%	37%	32%
Strongly Disagree	39%	44%	37%	28%
<i>Agree</i>	<i>12%</i>	<i>12%</i>	<i>11%</i>	<i>19%</i>
<i>Disagree</i>	<i>74%</i>	<i>75%</i>	<i>75%</i>	<i>60%</i>

f) I'm worried about the effects of getting severe COVID-19 symptoms

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	15%	17%	13%	16%
Somewhat Agree	31%	34%	31%	26%
Neither Agree nor Disagree	18%	15%	18%	25%
Somewhat Disagree	22%	21%	22%	27%
Strongly Disagree	14%	13%	17%	6%
<i>Agree</i>	<i>46%</i>	<i>51%</i>	<i>44%</i>	<i>42%</i>
<i>Disagree</i>	<i>37%</i>	<i>34%</i>	<i>38%</i>	<i>33%</i>

g) I think I'll live longer than my parents

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	20%	18%	20%	22%
Somewhat Agree	29%	30%	29%	29%
Neither Agree nor Disagree	39%	36%	39%	42%
Somewhat Disagree	10%	14%	8%	6%
Strongly Disagree	3%	2%	4%	2%
<i>Agree</i>	<i>49%</i>	<i>48%</i>	<i>49%</i>	<i>51%</i>
<i>Disagree</i>	<i>13%</i>	<i>16%</i>	<i>12%</i>	<i>8%</i>



## PUBLIC POLL FINDINGS AND METHODOLOGY

3. How important, if at all, are the following health benefits to you?

### Total Important Summary

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Prescription drug coverage	93%	90%	95%	96%
Supplemental benefits like dental, vision, hearing aid and/or gym memberships	85%	78%	91%	87%
Support staying connected to my friends, family, and community	80%	79%	80%	85%
Help finding medications I can afford	74%	73%	75%	77%
Help accessing healthy foods	59%	54%	59%	76%
Mental health programs and resources	54%	51%	54%	68%
Digital ways to access care, like telehealth appointments	48%	48%	49%	57%
Transportation assistance to get me to/from appointments	35%	33%	35%	54%

#### a) Digital ways to access care, like telehealth appointments

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Very important	13%	10%	14%	28%
Somewhat important	35%	38%	35%	29%
Not very important	36%	33%	38%	30%
Not at all important	16%	19%	13%	13%
<i>Important</i>	<i>48%</i>	<i>48%</i>	<i>49%</i>	<i>57%</i>
<i>Not Important</i>	<i>52%</i>	<i>52%</i>	<i>51%</i>	<i>43%</i>

#### b) Prescription drug coverage

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Very important	69%	67%	70%	71%
Somewhat important	24%	23%	25%	26%
Not very important	4%	5%	3%	1%
Not at all important	3%	5%	1%	3%
<i>Important</i>	<i>93%</i>	<i>90%</i>	<i>95%</i>	<i>96%</i>
<i>Not Important</i>	<i>7%</i>	<i>10%</i>	<i>5%</i>	<i>4%</i>





## PUBLIC POLL FINDINGS AND METHODOLOGY

### c) Supplemental benefits like dental, vision, hearing aid and/or gym memberships

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Very important	45%	39%	49%	51%
Somewhat important	41%	39%	42%	36%
Not very important	11%	16%	7%	11%
Not at all important	4%	6%	3%	2%
<i>Important</i>	<i>85%</i>	<i>78%</i>	<i>91%</i>	<i>87%</i>
<i>Not Important</i>	<i>15%</i>	<i>22%</i>	<i>9%</i>	<i>13%</i>

### d) Transportation assistance to get me to/from appointments

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Very important	14%	14%	13%	32%
Somewhat important	21%	20%	22%	22%
Not very important	37%	33%	41%	28%
Not at all important	28%	34%	24%	18%
<i>Important</i>	<i>35%</i>	<i>33%</i>	<i>35%</i>	<i>54%</i>
<i>Not Important</i>	<i>65%</i>	<i>67%</i>	<i>65%</i>	<i>46%</i>

### e) Help accessing healthy foods

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Very important	18%	17%	17%	35%
Somewhat important	40%	37%	43%	41%
Not very important	30%	32%	31%	23%
Not at all important	11%	14%	10%	2%
<i>Important</i>	<i>59%</i>	<i>54%</i>	<i>59%</i>	<i>76%</i>
<i>Not Important</i>	<i>41%</i>	<i>46%</i>	<i>41%</i>	<i>24%</i>

### f) Help finding medications I can afford

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Very important	32%	31%	33%	35%
Somewhat important	42%	42%	42%	41%
Not very important	17%	15%	17%	20%
Not at all important	10%	12%	8%	4%
<i>Important</i>	<i>74%</i>	<i>73%</i>	<i>75%</i>	<i>77%</i>
<i>Not Important</i>	<i>26%</i>	<i>27%</i>	<i>25%</i>	<i>23%</i>



## PUBLIC POLL FINDINGS AND METHODOLOGY

### g) Support staying connected to my friends, family, and community

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Very important	39%	37%	40%	46%
Somewhat important	41%	42%	40%	39%
Not very important	14%	12%	16%	11%
Not at all important	6%	9%	4%	4%
<i>Important</i>	<i>80%</i>	<i>79%</i>	<i>80%</i>	<i>85%</i>
<i>Not Important</i>	<i>20%</i>	<i>21%</i>	<i>20%</i>	<i>15%</i>

### h) Mental health programs and resources

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Very important	19%	16%	19%	26%
Somewhat important	35%	35%	35%	42%
Not very important	31%	32%	33%	22%
Not at all important	15%	17%	14%	11%
<i>Important</i>	<i>54%</i>	<i>51%</i>	<i>54%</i>	<i>68%</i>
<i>Not Important</i>	<i>46%</i>	<i>50%</i>	<i>47%</i>	<i>32%</i>

## 4. Has the pandemic impacted how important these health benefits are to you?

### Total More Important Summary

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Support staying connected to my friends, family, and community	39%	36%	41%	44%
Prescription drug coverage	36%	35%	36%	46%
Supplemental benefits like dental, vision, hearing aid and/or gym memberships	32%	29%	35%	38%
Help finding medications I can afford	28%	26%	29%	36%
Digital ways to access care, like telehealth appointments	25%	24%	26%	37%
Help accessing healthy foods	24%	19%	26%	40%
Mental health programs and resources	20%	17%	20%	34%
Transportation assistance to get me to/from appointments	18%	17%	18%	32%

### a) Digital ways to access care, like telehealth appointments

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Become more important	25%	24%	26%	37%
Become less important	10%	7%	12%	14%
No change	65%	69%	63%	49%



## PUBLIC POLL FINDINGS AND METHODOLOGY

### b) Prescription drug coverage

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Become more important	36%	35%	36%	46%
Become less important	1%	1%	1%	3%
No change	63%	64%	63%	51%

### c) Supplemental benefits like dental, vision, hearing aid and/or gym memberships

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Become more important	32%	29%	35%	38%
Become less important	5%	5%	5%	8%
No change	63%	66%	60%	55%

### d) Transportation assistance to get me to/from appointments

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Become more important	18%	17%	18%	32%
Become less important	7%	5%	8%	12%
No change	75%	79%	74%	56%

### e) Help accessing healthy foods

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Become more important	24%	19%	26%	40%
Become less important	6%	6%	7%	5%
No change	69%	76%	67%	55%

### f) Help finding medications I can afford

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Become more important	28%	26%	29%	36%
Become less important	4%	3%	5%	4%
No change	68%	71%	67%	60%

### g) Support staying connected to my friends, family, and community

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Become more important	39%	36%	41%	44%
Become less important	3%	3%	4%	4%
No change	58%	61%	55%	52%



## PUBLIC POLL FINDINGS AND METHODOLOGY

### h) Mental health programs and resources

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Become more important	20%	17%	20%	34%
Become less important	7%	6%	9%	6%
No change	73%	78%	71%	60%

### 5. Have you experienced any of the following interactions with your health plan in the last year?

#### Total Yes Summary

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Got frequent and helpful information about COVID-19 testing, treatment and vaccines	66%	64%	67%	62%
Was able to get care when it was convenient for me – using telehealth, completing a home test kit, etc.	56%	55%	58%	55%
Learned about non-traditional benefits like Silver Sneakers, or programs to help me stay connected with family	38%	30%	45%	39%
Got a personal call or outreach from my plan to welcome me to the plan and help me understand my benefits	30%	18%	37%	42%
Got a surprise bill/or was surprised about how much care cost	20%	20%	21%	20%
Felt overwhelmed by the amount of information and reminders I was getting	20%	20%	21%	19%
Was surprised to find out that my doctor and/or prescriptions were no longer covered under my plan benefits	9%	7%	8%	16%
Spent an hour or more on the phone trying to understand/dispute a claim	7%	8%	7%	8%

#### a) Spent an hour or more on the phone trying to understand/dispute a claim

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	7%	8%	7%	8%
No	93%	92%	93%	92%

#### b) Got a surprise bill/or was surprised about how much care cost

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	20%	20%	21%	20%
No	80%	80%	79%	80%



## PUBLIC POLL FINDINGS AND METHODOLOGY

- c) Got a personal call or outreach from my plan to welcome me to the plan and help me understand my benefits

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	30%	18%	37%	42%
No	70%	82%	63%	58%

- d) Was surprised to find out that my doctor and/or prescriptions were no longer covered under my plan benefits

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	9%	7%	8%	16%
No	92%	93%	92%	84%

- e) Felt overwhelmed by the amount of information and reminders I was getting

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	20%	20%	21%	19%
No	80%	80%	80%	81%

- f) Learned about non-traditional benefits like Silver Sneakers, or programs to help me stay connected with family

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	38%	30%	45%	39%
No	62%	70%	55%	61%

- g) Was able to get care when it was convenient for me – using telehealth, completing a home test kit, etc.

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	56%	55%	58%	55%
No	44%	45%	42%	46%

- h) Got frequent and helpful information about COVID-19 testing, treatment and vaccines

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	66%	64%	67%	62%
No	34%	36%	33%	38%





## PUBLIC POLL FINDINGS AND METHODOLOGY

6. Thinking about your current health plan, does it offer these types of programs and resources now, and would you want access to them in the future?

### Total Currently Have Access Summary

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
An easy way to find providers and treatment options	65%	57%	70%	65%
Taking my medications on a routine basis	63%	59%	65%	79%
A clear picture of my overall health and any conditions I may have	62%	56%	64%	73%
Clear information that I can understand about what my benefits are and how to use them	61%	55%	66%	56%
Managing a chronic condition like diabetes or asthma	49%	46%	52%	47%
More ways to access care that are convenient to me, like telehealth	47%	39%	52%	53%
Programs on getting enough physical activity	46%	42%	50%	41%
Help learning about healthy eating tips and resources	45%	40%	49%	55%
Cost tools or resources so you will know exactly how much healthcare services, procedures and medications will cost	44%	39%	47%	47%
Additional benefits to cover all of my dental, vision, hearing aids and gym membership needs	44%	28%	53%	52%
Building and maintaining positive social relationships	43%	38%	47%	46%
Managing stress	42%	39%	45%	41%
Help accessing healthy foods	42%	36%	46%	47%
Managing finances and being able to afford recommended care	41%	39%	43%	44%
Programs on getting adequate sleep	36%	31%	38%	39%





## PUBLIC POLL FINDINGS AND METHODOLOGY

### Total Want Access in the Future Summary

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Additional benefits to cover all of my dental, vision, hearing aids and gym membership needs	45%	54%	41%	37%
Cost tools or resources so you will know exactly how much healthcare services, procedures and medications will cost	42%	43%	42%	43%
Managing finances and being able to afford recommended care	33%	34%	33%	34%
Clear information that I can understand about what my benefits are and how to use them	32%	35%	29%	38%
Programs on getting adequate sleep	30%	33%	28%	34%
Managing stress	30%	31%	28%	32%
A clear picture of my overall health and any conditions I may have	29%	33%	28%	20%
Help accessing healthy foods	29%	30%	28%	33%
Programs on getting enough physical activity	29%	29%	27%	35%
Managing a chronic condition like diabetes or asthma	27%	29%	25%	32%
An easy way to find providers and treatment options	26%	30%	24%	26%
Help learning about healthy eating tips and resources	26%	28%	25%	18%
Building and maintaining positive social relationships	25%	26%	22%	30%
More ways to access care that are convenient to me, like telehealth	24%	29%	22%	22%
Taking my medications on a routine basis	16%	18%	16%	7%





## PUBLIC POLL FINDINGS AND METHODOLOGY

### Total Don't Want Access in the Future Summary

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Programs on getting adequate sleep	35%	37%	33%	28%
Building and maintaining positive social relationships	33%	36%	31%	24%
More ways to access care that are convenient to me, like telehealth	29%	32%	26%	26%
Help accessing healthy foods	29%	34%	27%	20%
Help learning about healthy eating tips and resources	29%	32%	26%	28%
Managing stress	28%	30%	27%	27%
Programs on getting enough physical activity	26%	29%	23%	25%
Managing finances and being able to afford recommended care	25%	27%	24%	22%
Managing a chronic condition like diabetes or asthma	24%	26%	23%	21%
Taking my medications on a routine basis	21%	23%	19%	15%
Cost tools or resources so you will know exactly how much healthcare services, procedures and medications will cost	14%	18%	11%	11%
Additional benefits to cover all of my dental, vision, hearing aids and gym membership needs	11%	18%	6%	11%
A clear picture of my overall health and any conditions I may have	10%	11%	8%	8%
An easy way to find providers and treatment options	9%	13%	6%	9%
Clear information that I can understand about what my benefits are and how to use them	7%	10%	5%	6%



## PUBLIC POLL FINDINGS AND METHODOLOGY

### 7. Do any of the following situations currently apply to you?

#### Total Yes Summary

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Not motivated to make any lifestyle changes or try something new	24%	24%	24%	28%
Have an existing condition that is hard for me to manage by myself	17%	16%	17%	34%
Can't always afford the prescriptions my doctor gives me	17%	22%	14%	10%
Getting care isn't always easy or convenient for me	16%	15%	17%	22%
I have a family member, friend or loved one who contributes to or is responsible for my healthcare decisions, including which health plan I use	14%	17%	11%	17%
Can't find or afford the healthy food my doctor recommends	10%	10%	10%	20%
Can't get in to see my doctor for an appointment	8%	10%	7%	10%
Don't know where or when I can get care	7%	8%	6%	9%

- a) I have a family member, friend or loved one who contributes to or is responsible for my healthcare decisions, including which health plan I use

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	14%	17%	11%	17%
No	86%	83%	89%	83%

- b) Can't get in to see my doctor for an appointment

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	8%	10%	7%	10%
No	92%	90%	93%	91%

- c) Have an existing condition that is hard for me to manage by myself

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	17%	16%	17%	34%
No	83%	84%	83%	66%

## PUBLIC POLL FINDINGS AND METHODOLOGY

d) Don't know where or when I can get care

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	7%	8%	6%	9%
No	94%	92%	94%	91%

e) Getting care isn't always easy or convenient for me

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	16%	15%	17%	22%
No	84%	85%	83%	78%

f) Can't always afford the prescriptions my doctor gives me

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	17%	22%	14%	10%
No	84%	78%	86%	90%

g) Not motivated to make any lifestyle changes or try something new

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	24%	24%	24%	28%
No	76%	76%	76%	73%

h) Can't find or afford the healthy food my doctor recommends

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Yes	10%	10%	10%	20%
No	90%	90%	91%	80%



## PUBLIC POLL FINDINGS AND METHODOLOGY

8. To what extent do you agree or disagree with the following statements?

### Total Agree Summary

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Technology is a part of my everyday life	73%	74%	74%	64%
My health plan does enough to support my health and wellbeing needs	72%	69%	73%	77%
I feel that the programs and resources made available to me by my health plan are relevant and personalized to my health goals and interests	63%	54%	69%	67%
I feel younger than my actual age (and act that way too)	60%	57%	62%	56%
Most older Americans are viewed as medical burdens by the healthcare system	58%	56%	59%	56%
I would use a health program accessible on a mobile device or computer if it was prescribed by a doctor or care giver	48%	45%	50%	52%
I would engage in healthier behaviors if I was financially rewarded (e.g., gift card, premium discount)	43%	38%	45%	50%

#### a) Most older Americans are viewed as medical burdens by the healthcare system

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	18%	21%	17%	16%
Somewhat Agree	40%	36%	42%	39%
Neither Agree nor Disagree	27%	29%	25%	28%
Somewhat Disagree	11%	9%	12%	13%
Strongly Disagree	5%	6%	4%	3%
<i>Agree</i>	<i>58%</i>	<i>56%</i>	<i>59%</i>	<i>56%</i>
<i>Disagree</i>	<i>16%</i>	<i>15%</i>	<i>16%</i>	<i>17%</i>

#### b) I feel younger than my actual age (and act that way too)

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	20%	19%	20%	24%
Somewhat Agree	40%	38%	41%	33%
Neither Agree nor Disagree	24%	26%	21%	27%
Somewhat Disagree	11%	12%	12%	12%
Strongly Disagree	5%	5%	5%	5%
<i>Agree</i>	<i>60%</i>	<i>57%</i>	<i>62%</i>	<i>56%</i>
<i>Disagree</i>	<i>16%</i>	<i>17%</i>	<i>17%</i>	<i>17%</i>



## PUBLIC POLL FINDINGS AND METHODOLOGY

c) Technology is a part of my everyday life

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	29%	31%	28%	31%
Somewhat Agree	44%	42%	47%	33%
Neither Agree nor Disagree	16%	16%	14%	25%
Somewhat Disagree	7%	7%	7%	9%
Strongly Disagree	5%	4%	5%	3%
<i>Agree</i>	<i>73%</i>	<i>74%</i>	<i>74%</i>	<i>64%</i>
<i>Disagree</i>	<i>11%</i>	<i>11%</i>	<i>12%</i>	<i>11%</i>

d) I would engage in healthier behaviors if I was financially rewarded (e.g., gift card, premium discount)

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	13%	12%	14%	18%
Somewhat Agree	30%	26%	32%	32%
Neither Agree nor Disagree	35%	35%	34%	29%
Somewhat Disagree	16%	18%	15%	16%
Strongly Disagree	7%	10%	5%	6%
<i>Agree</i>	<i>43%</i>	<i>38%</i>	<i>45%</i>	<i>50%</i>
<i>Disagree</i>	<i>23%</i>	<i>28%</i>	<i>20%</i>	<i>21%</i>

e) I would use a health program accessible on a mobile device or computer if it was prescribed by a doctor or care giver

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	13%	13%	13%	18%
Somewhat Agree	35%	33%	38%	34%
Neither Agree nor Disagree	29%	30%	29%	26%
Somewhat Disagree	15%	14%	15%	18%
Strongly Disagree	8%	11%	6%	5%
<i>Agree</i>	<i>48%</i>	<i>45%</i>	<i>50%</i>	<i>52%</i>
<i>Disagree</i>	<i>23%</i>	<i>25%</i>	<i>21%</i>	<i>22%</i>

## PUBLIC POLL FINDINGS AND METHODOLOGY

- f) I feel that the programs and resources made available to me by my health plan are relevant and personalized to my health goals and interests

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	17%	13%	19%	20%
Somewhat Agree	46%	41%	50%	47%
Neither Agree nor Disagree	30%	35%	25%	29%
Somewhat Disagree	6%	9%	5%	3%
Strongly Disagree	2%	3%	1%	1%
<i>Agree</i>	<i>63%</i>	<i>54%</i>	<i>69%</i>	<i>67%</i>
<i>Disagree</i>	<i>8%</i>	<i>11%</i>	<i>6%</i>	<i>4%</i>

- g) My health plan does enough to support my health and wellbeing needs

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
Strongly Agree	24%	23%	25%	28%
Somewhat Agree	48%	46%	49%	49%
Neither Agree nor Disagree	20%	23%	18%	16%
Somewhat Disagree	7%	7%	7%	5%
Strongly Disagree	2%	2%	2%	2%
<i>Agree</i>	<i>72%</i>	<i>69%</i>	<i>73%</i>	<i>77%</i>
<i>Disagree</i>	<i>9%</i>	<i>9%</i>	<i>9%</i>	<i>7%</i>

9. Who has the greatest impact on your health and wellbeing habits or choices? (e.g., eating healthy, managing a condition, getting a flu shot) Please select up to 2 responses.

	Total	Government-sponsored Medicare	Medicare Advantage	Medicare and Medicaid
My physician	62%	59%	64%	57%
My significant other	35%	40%	32%	26%
My kids / other family members	24%	26%	23%	29%
My health plan	16%	12%	17%	24%
My friends / neighbors	5%	6%	6%	7%
My pharmacist	4%	4%	5%	5%
Other	12%	12%	12%	12%



## PUBLIC POLL FINDINGS AND METHODOLOGY

### 10. Work status

	<b>Total</b>	<b>Government-sponsored Medicare</b>	<b>Medicare Advantage</b>	<b>Medicare and Medicaid</b>
Employed - full-time	6%	4%	4%	4%
Employed - part-time	4%	4%	5%	3%
Self-Employed	4%	4%	4%	6%
Retired	82%	85%	82%	84%
Homemaker	1%	2%	2%	-
Currently Unemployed	2%	2%	3%	4%
Don't know	*	*	*	-





## PUBLIC POLL FINDINGS AND METHODOLOGY

### About the Study

These are some of the findings of a Virgin Pulse/Ipsos poll conducted between March 23-25 and April 13-14, 2022. For this survey, a sample of 1,071 adults enrolled in Medicare ages 65+ from the continental U.S., Alaska, and Hawaii was interviewed online in English.

The sample was randomly drawn from [Ipsos' online panel, partner online panel sources, and "river" sampling](#) 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 2019 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.

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 3.7 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=1,071, DEFF=1.5, adjusted Confidence Interval=+/- 5.2 percentage points).

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## PUBLIC POLL FINDINGS AND METHODOLOGY

### About Ipsos

Ipsos is the world's third largest Insights and Analytics company, present in 90 markets and employing more than 18,000 people.

Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.

Founded in France in 1975, Ipsos has been listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

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