

2017 UnitedHealthcare Consumer Sentiment Survey

More Americans turn to technology to evaluate and access health care, but health literacy remains a challenge for some consumers.



72%

of those polled said they are prepared to select their health plan during this year's open enrollment season.

Yet, some people struggle to define important insurance terms...



9%

of respondents could successfully define all four basic health insurance concepts:

- Plan premium
- Deductible
- Co-insurance
- Out-of-pocket maximum

28%



of Americans said they use the internet or mobile apps as their first source of information to research health symptoms.

42%



of Americans said they are interested in using telemedicine to access care, up 5 percentage points from a year ago.

92%



of Medicare Advantage enrollees are satisfied with their health plan.

23%



of respondents correctly recognized that 80 percent or more of premature chronic conditions, such as heart disease and diabetes, are caused by modifiable lifestyle choices rather than genetic factors.