



2023 UnitedHealthcare Consumer Sentiment Survey

The annual UnitedHealthcare Consumer Sentiment Survey provides insights into what Americans surveyed think about various health care topics, including physical and behavioral health, open enrollment planning, virtual care and wellness programs.

As millions of Americans make benefit decisions during open enrollment season, here are highlights from this year's survey of people with employer-sponsored health plans:¹

Open enrollment preparedness and plan preferences

36%

of survey respondents said they spend less than one hour researching open enrollment options, yet

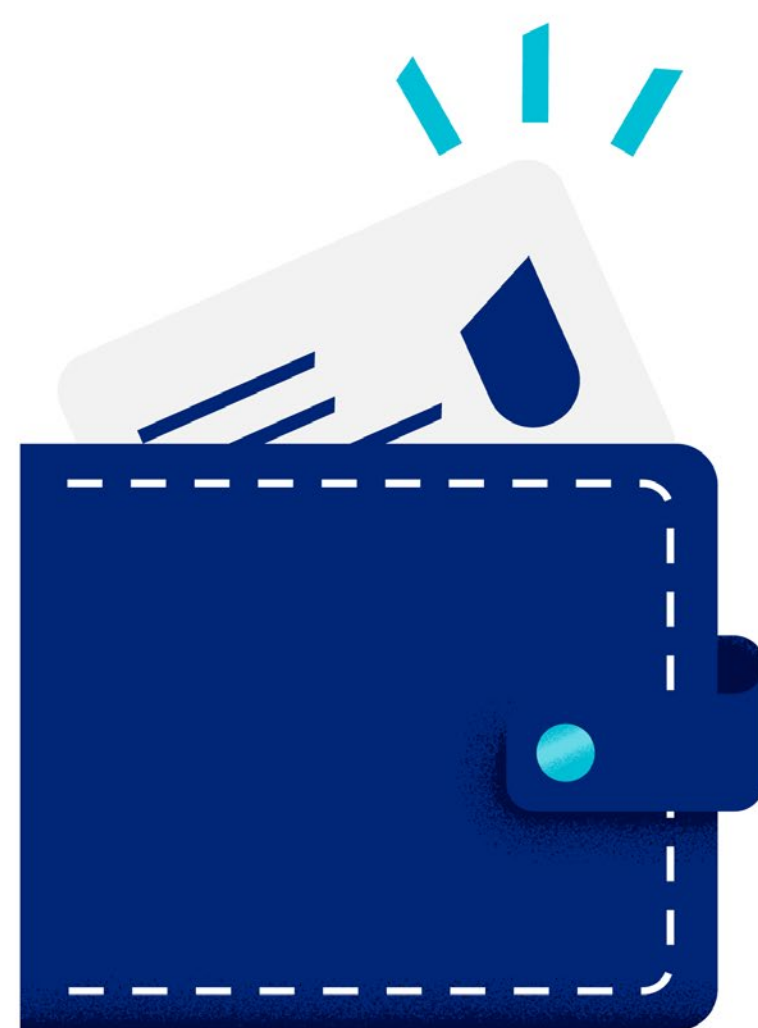
86%

said they are prepared to select a health plan during open enrollment

90%

said it's important to gain access to dental and vision coverage

Gen Z respondents were most likely to say they waited until the last minute to research open enrollment options compared to other generations



Comparison shopping



86%

of Gen Zers have used the internet or mobile apps to comparison shop for medical care, such as elective or recommended surgeries, in the past year



Percentage of other generations who have used the internet or mobile apps to comparison shop for care in the past year:

- 71% of Millennials
- 63% of Gen Xers
- 39% of Boomers

Mental and behavioral health

Out of respondents seeking mental health benefits for 2024,

27%

said they are somewhat comfortable discussing mental health issues or help with their spouse or partner

9%

said they don't know how their partner feels about seeking care for mental health issues

53%

of women said their partner believes mental health care services can help



Caregiver support



43%

said they didn't know that caregiver support, such as companion care and caregiving leave, may be available through their employer or health plan

Awareness levels were even lower among women,

51%

of whom said they didn't know caregiver support may be available through their employer or health plan

Wellness programs and virtual care

68%

of respondents who have taken advantage of an employer-sponsored wellness program said it has had a positive impact on their health, but

18%

said they don't know if they have access to a wellness program offered by their employer

20%

said they would prefer virtual over in-person care for non-emergency medical issues



Experiences with health care providers



33%

said doctors or other health care providers understand their situation or know what it's like to walk in their shoes

54%

said doctors or other health care providers listen to what they have to say and provide enough time to discuss their needs

Health literacy



50%

said they understand most of what their doctors or other health professionals say to them

36%

said they understand everything their doctors or other health professionals say to them

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¹ 2023 UnitedHealthcare Consumer Sentiment Survey. Survey was conducted Aug. 1-4, 2023 using Big Village's CARAVAN® online survey of 1014 U.S. adults 21-64 with commercial insurance. The margin of error was plus or minus 3% at the 95% confidence level.

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