

MASSACHUSETTS CONSUMER HEALTHCARE PRICE TRANSPARENCY SURVEY

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ΔΑΠΑ Research Inc.
June 2019

ABOUT THIS SURVEY

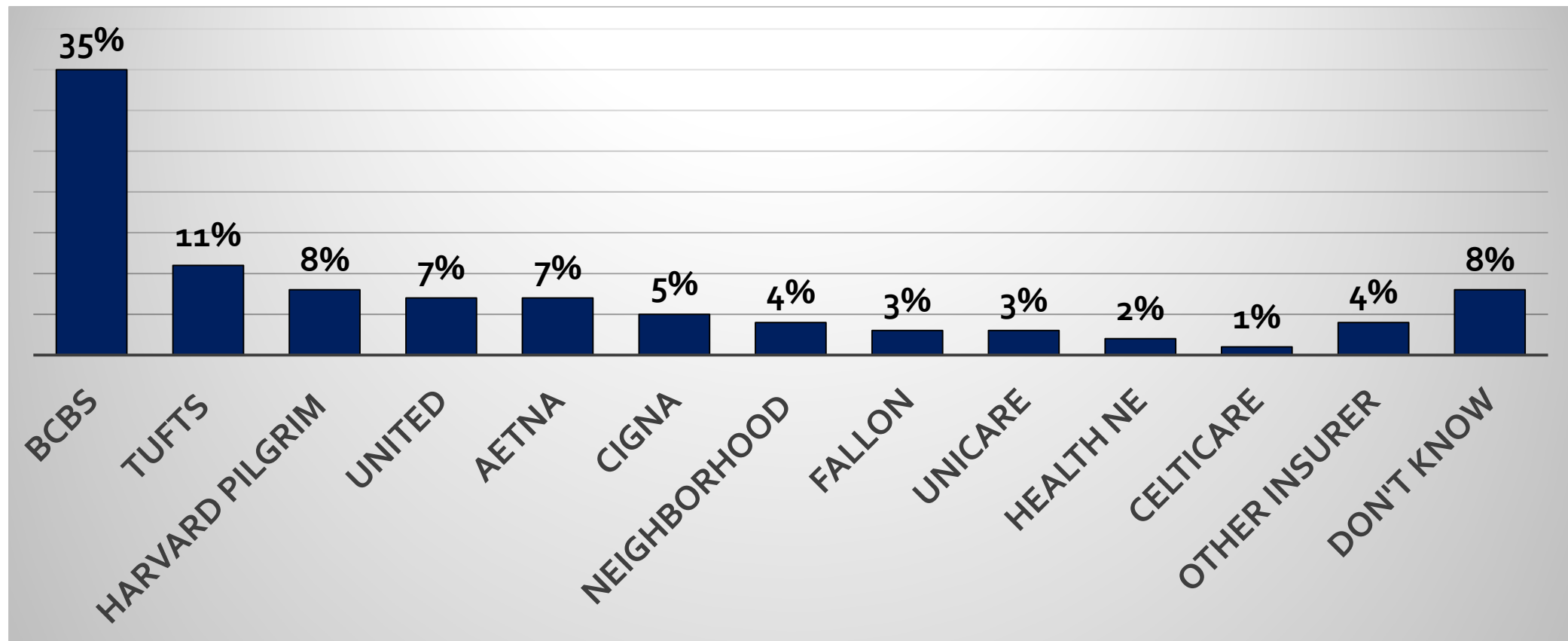
Field Dates: June 15-June 23, 2019

500 total respondents

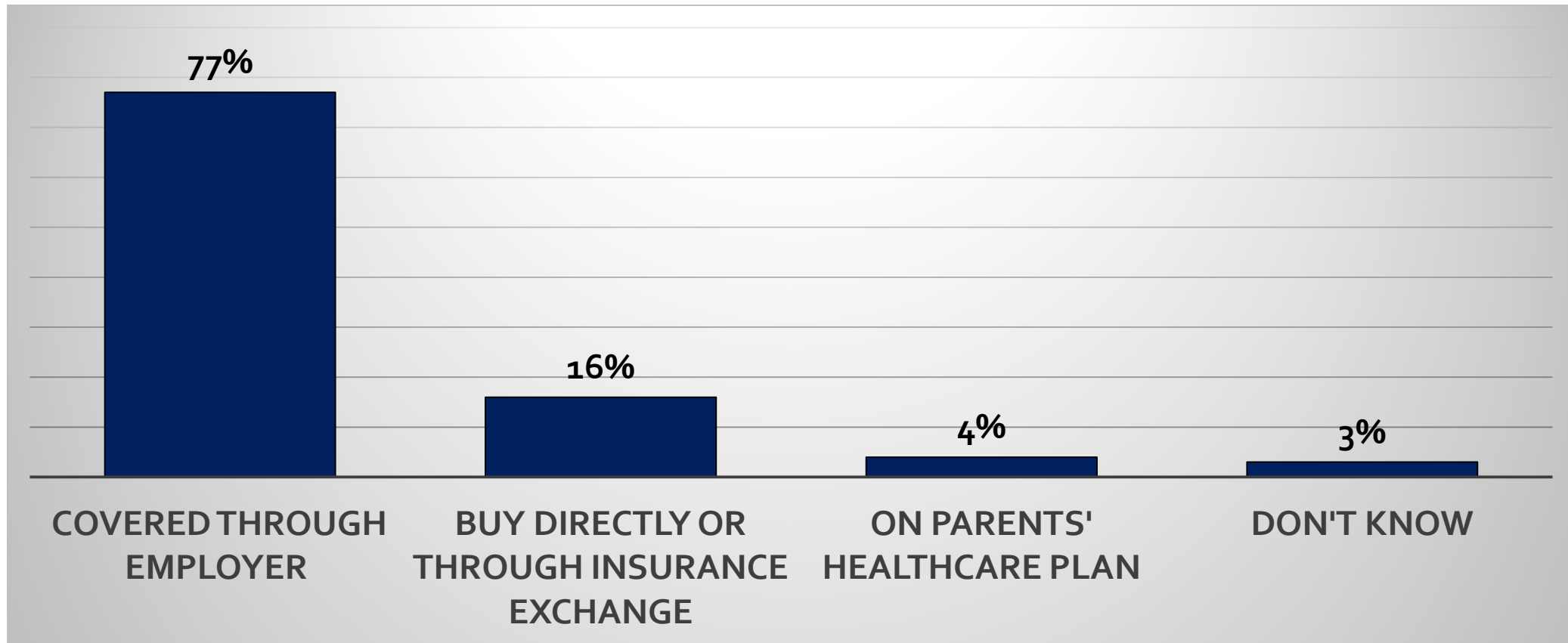
Only Massachusetts residents who have private health insurance (NOT MassHealth or Medicare)

Margin of Error: +/- 4.4 points at a 95 percent confidence level

DO YOU KNOW THE NAME OF YOUR CURRENT HEALTH INSURANCE COMPANY? (N=500)

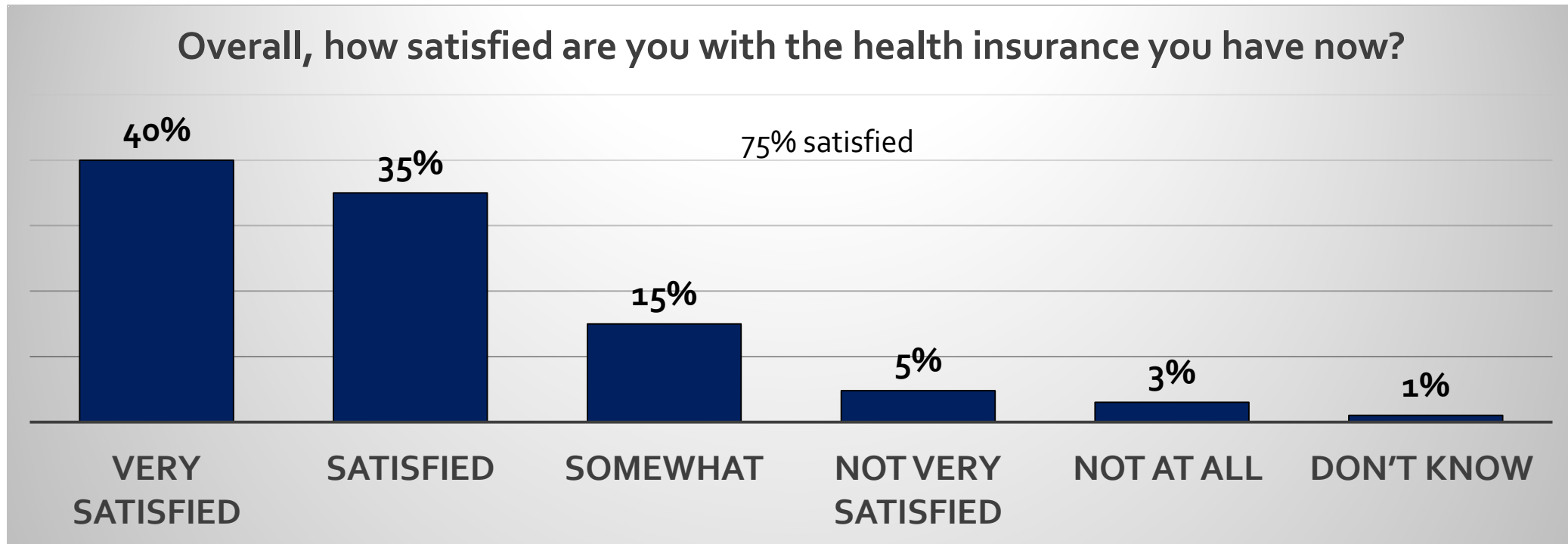


SOURCE OF HEALTH INSURANCE (N=500)

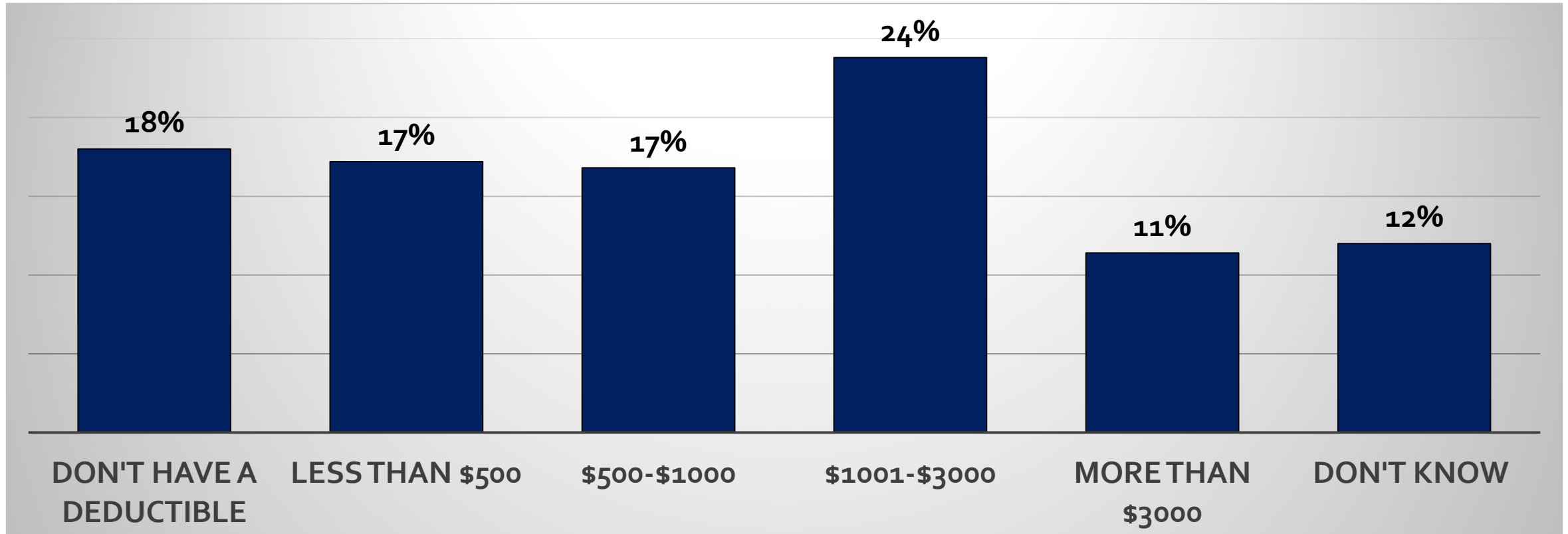


SATISFACTION WITH CURRENT HEALTH INSURANCE (N=500)

Overall, how satisfied are you with the health insurance you have now?



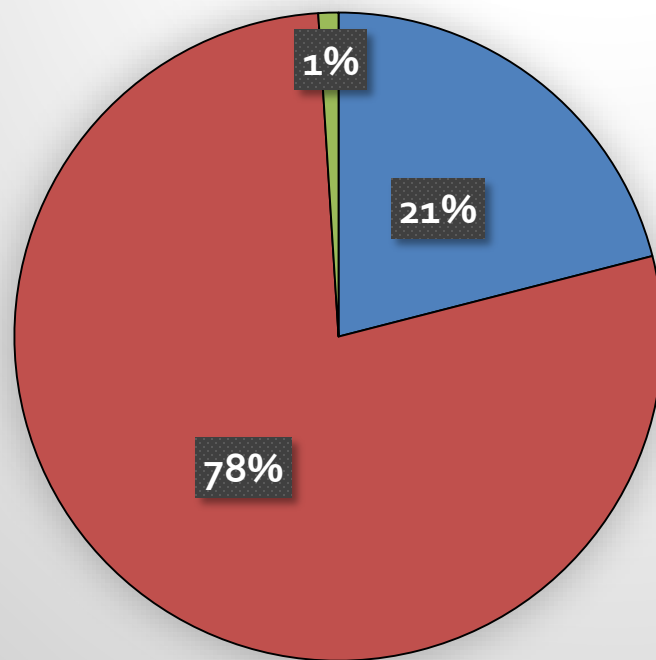
IF YOU HAVE A DEDUCTIBLE, HOW MUCH IS IT PER YEAR? (N=500)



definition of deductible: A deductible is the amount of money a person must pay out of pocket before their insurance company begins covering the cost of his or her care

EVER TRIED TO FIND THE PRICE OF A HEALTH CARE SERVICE? (N=500)

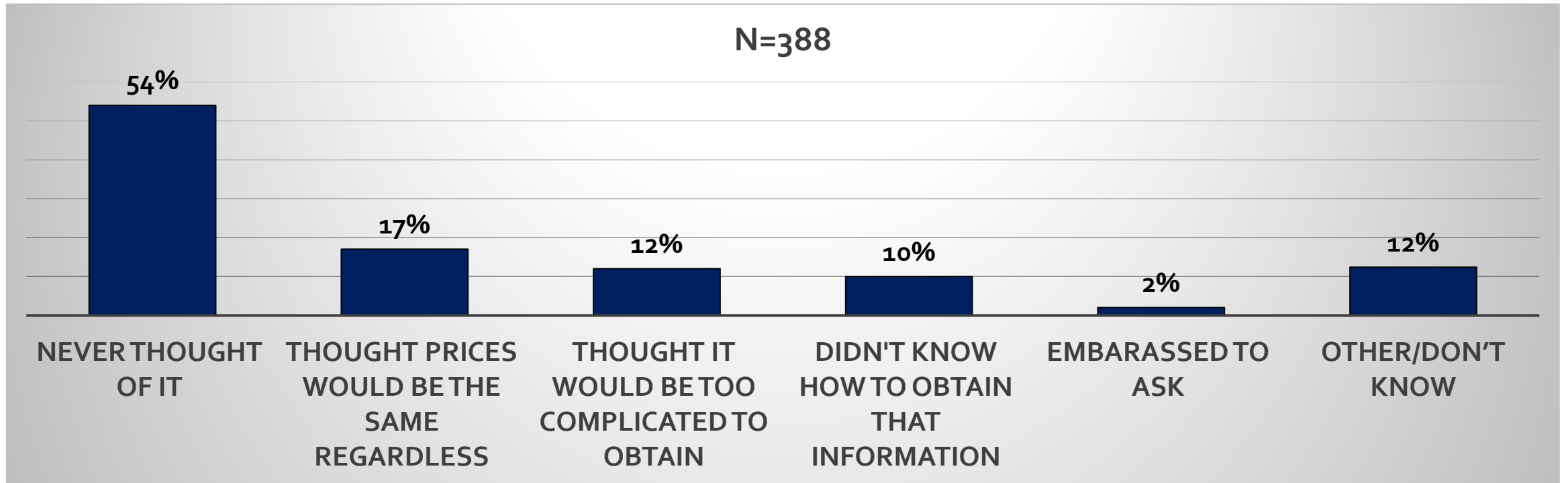
Excluding dentists, have you ever tried to find out the price of a visit to a doctor or hospital in advance of obtaining that service?



- Yes
- No
- Don't Recall/Don't Know

WHY NOT?

N=388



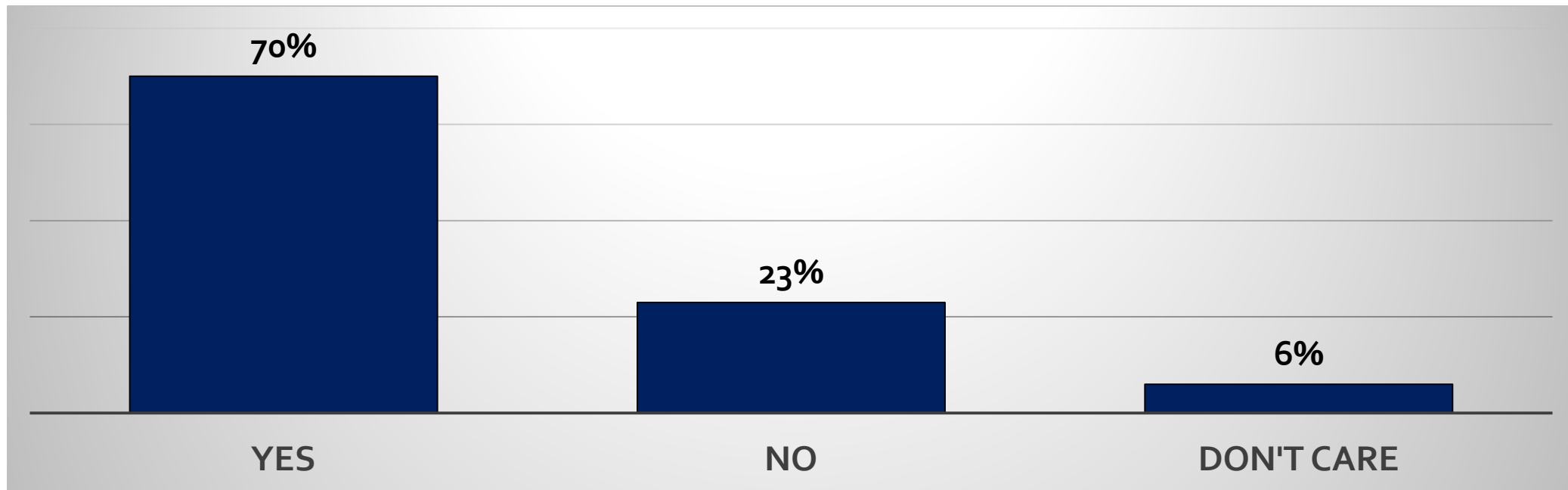
FOR 105 RESPONDENTS WHO SAID THEY DID TRY TO FIND OUT THE PRICE OF A SERVICE...

Which of the following ways did you try to find out the price?

- Asked the doctor or hospital staff in person, by phone or online – **50%**
- Called the insurance company or looked at their website or cost estimator tool – **40%**
- Looked at healthcare costs websites found on the internet – **17%**
- Asked a friend, relative or coworker – **8%**
- Looked at state or federal government websites – **6%**
- Asked my employer – **4%**

**this question accepted multiple responses

IN THE FUTURE, WOULD YOU LIKE TO KNOW THE PRICE OF A MEDICAL SERVICE BEFORE OBTAINING IT? (N=500)

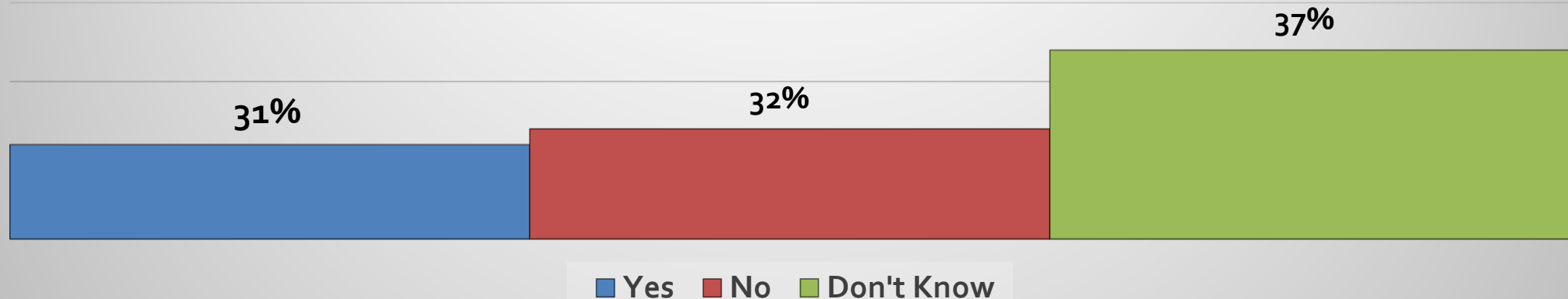


There is no relationship between deductible and desire to know price. Across all income categories, there is overwhelming desire to know price.

AWARENESS OF COST ESTIMATOR TOOL

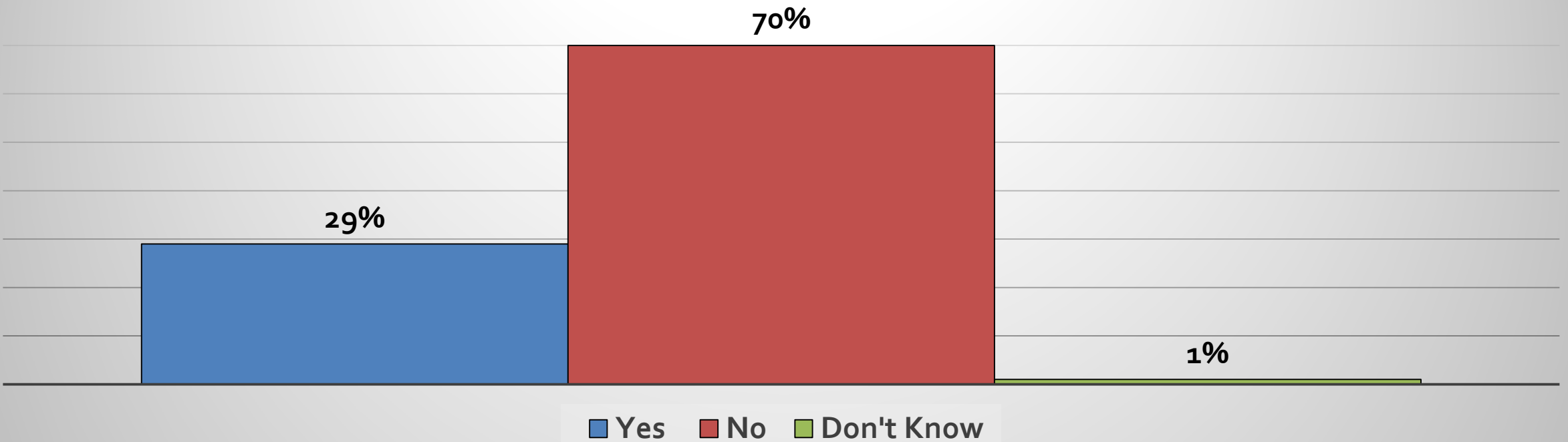
(N=500)

DO YOU KNOW WHETHER OR NOT YOUR INSURANCE COMPANY HAS A WEBSITE OR COST ESTIMATOR TOOL THAT WOULD ALLOW YOU TO COMPARE OUT OF POCKET COSTS THAT YOU WOULD HAVE TO PAY TO DIFFERENT DOCTORS OR HOSPITALS? (500 respondents)

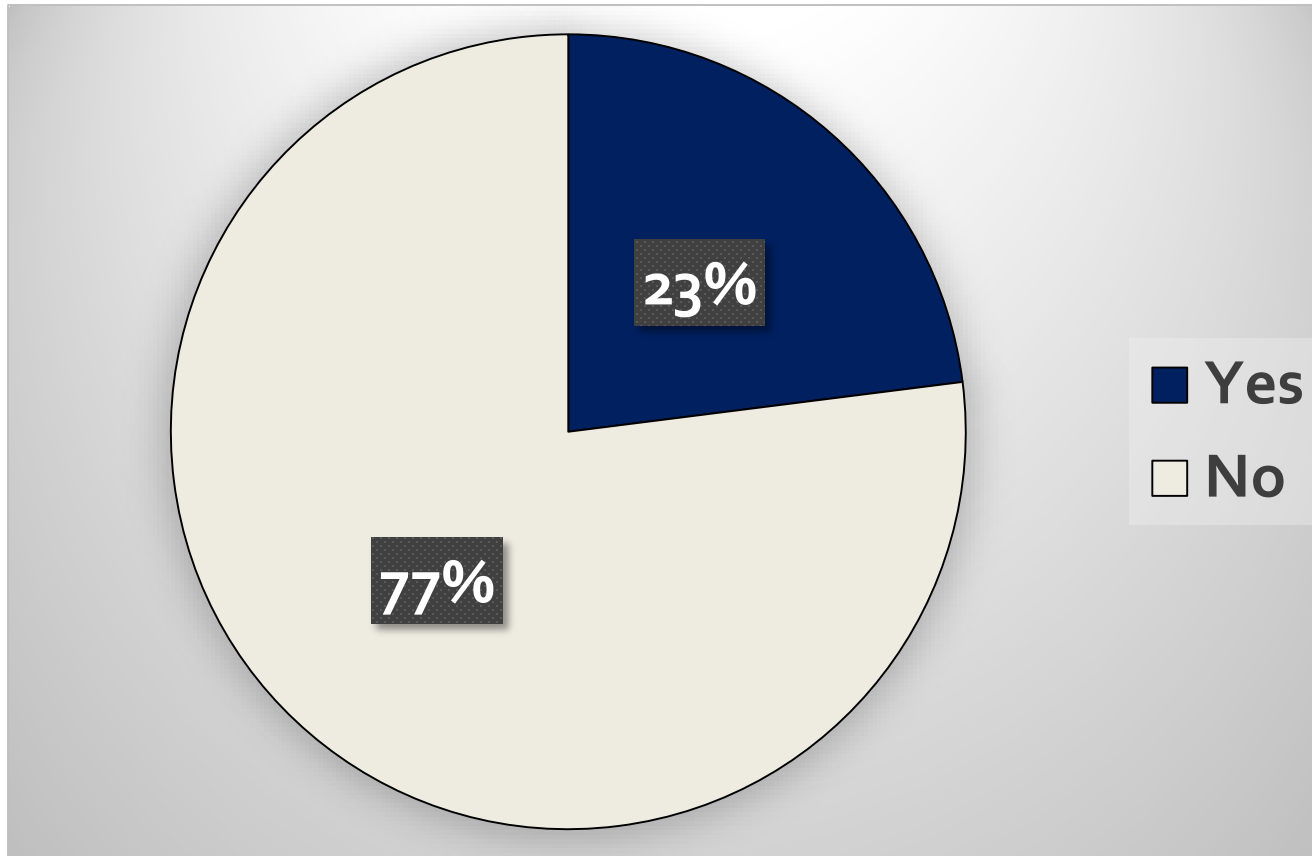


COST ESTIMATOR TOOL USAGE (N=153)

HAVE YOU EVER USED THE COST ESTIMATOR TOOL? (OF THOSE RESPONDENTS WHO KNEW THEIR INSURER HAD SUCH A TOOL.)

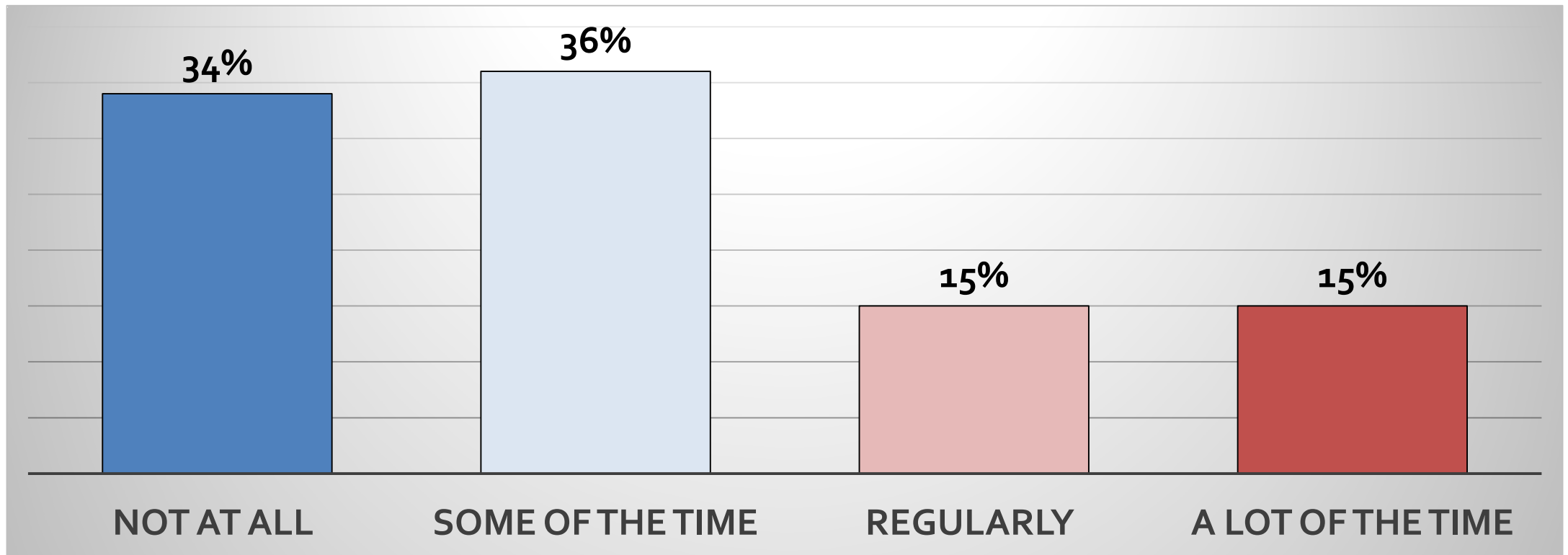


IN THE LAST THREE YEARS HAVE YOU EVER CHOSEN NOT TO OBTAIN NECESSARY HEALTHCARE SERVICES BECAUSE OF THE COST? (N=500)



- 1 in 5 people who have chosen not to obtain a service have a deductible over \$3000; that mirrors the entire sample where 23% had a deductible of over \$3,000.
- In the entire sample, 1 in 10 said they had a \$3000 deductible but over 12% didn't know what their deductible was.

HOW OFTEN DO YOU WORRY ABOUT HEALTHCARE COSTS? (N=500)



87% of people who have chosen not to obtain a service also worry about healthcare costs (in comparison, 66% of the total sample who worry about healthcare costs)

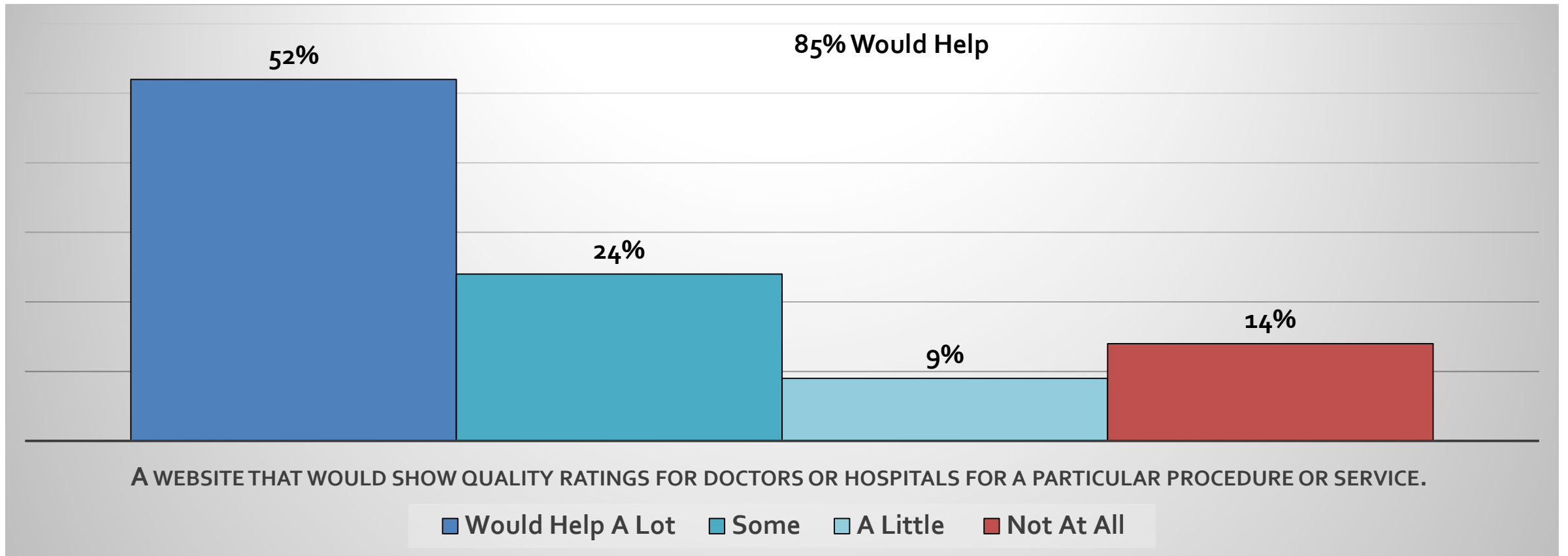
58% of people who have chosen not to obtain a service worry regularly or a lot of the time about healthcare costs.

SAVING ON HEALTHCARE COSTS

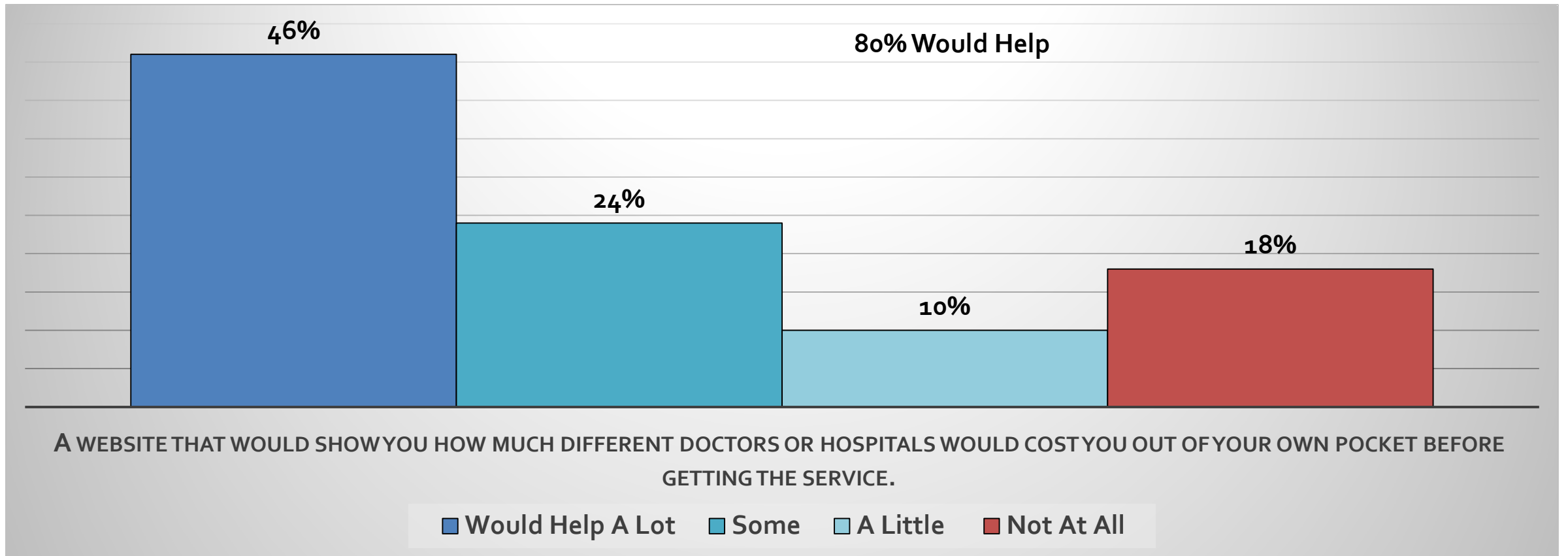
I AM GOING TO LIST SOME ITEMS. CAN YOU TELL ME IF YOU THINK EACH WOULD HELP A LOT, SOME, A LITTLE OR NOT AT ALL, WITH YOUR HEALTHCARE SPENDING...?

(N=500)

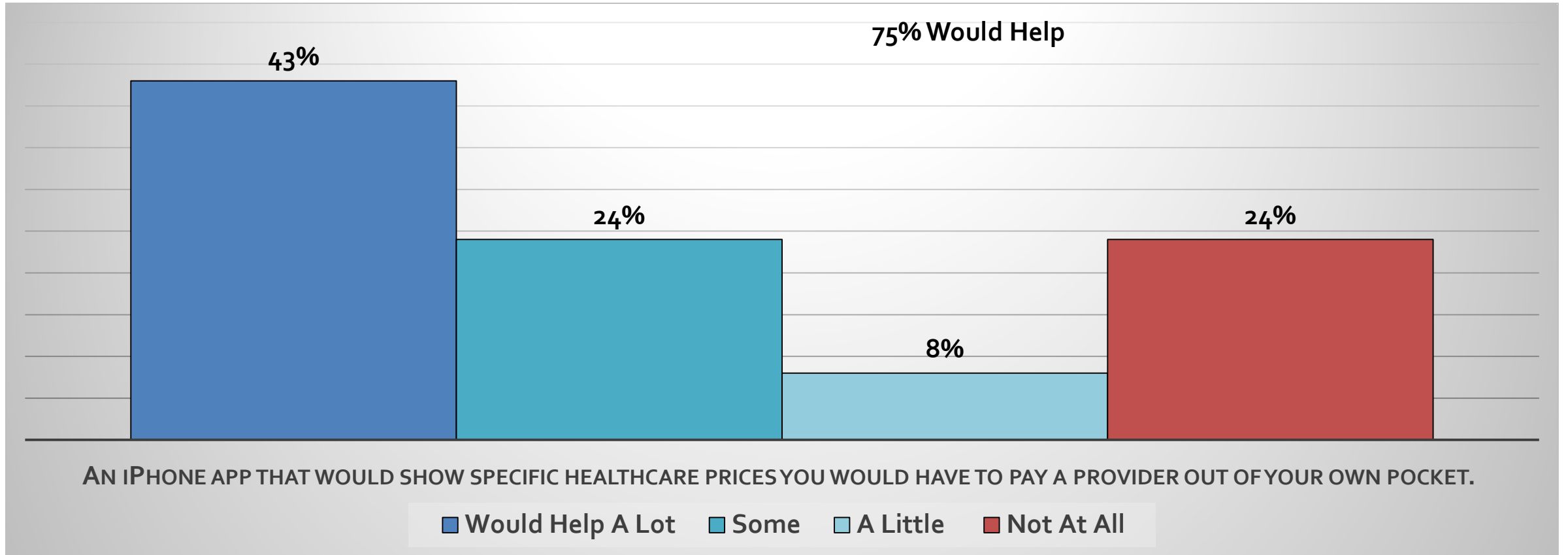
STRONG INTEREST IN DOCTOR/HOSPITAL QUALITY RATINGS ON WEBSITE



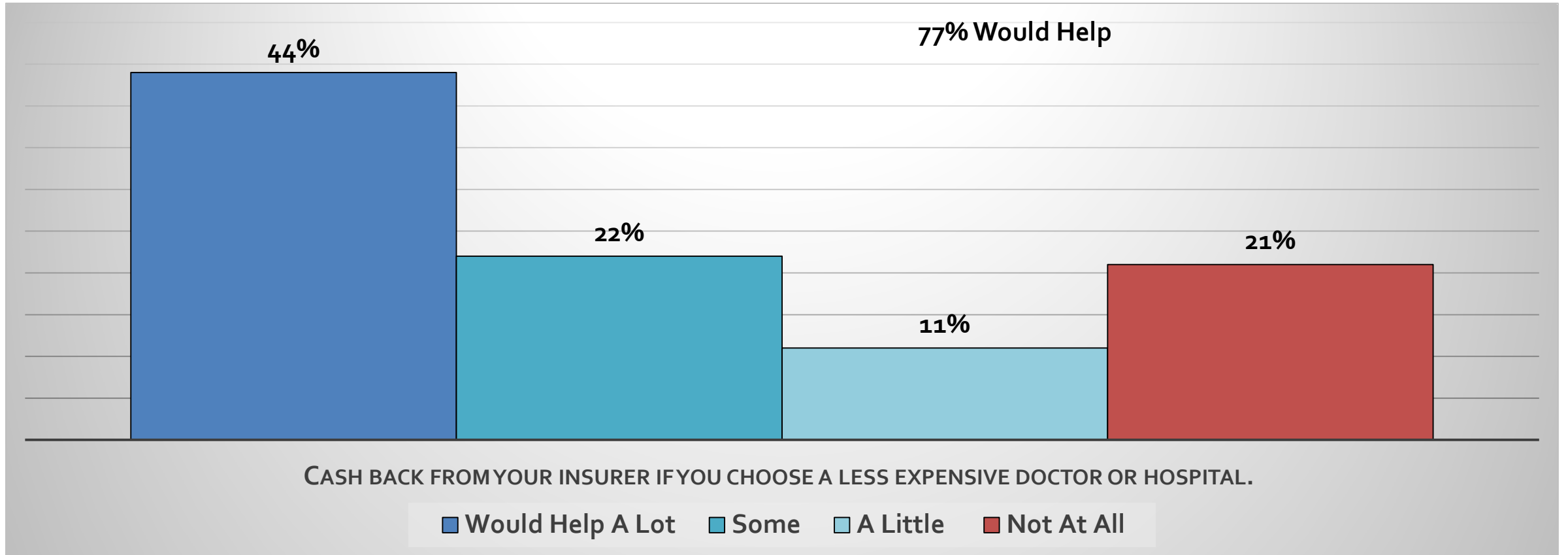
OUT OF POCKET COSTS BEFORE MEDICAL SERVICE ON A WEBSITE



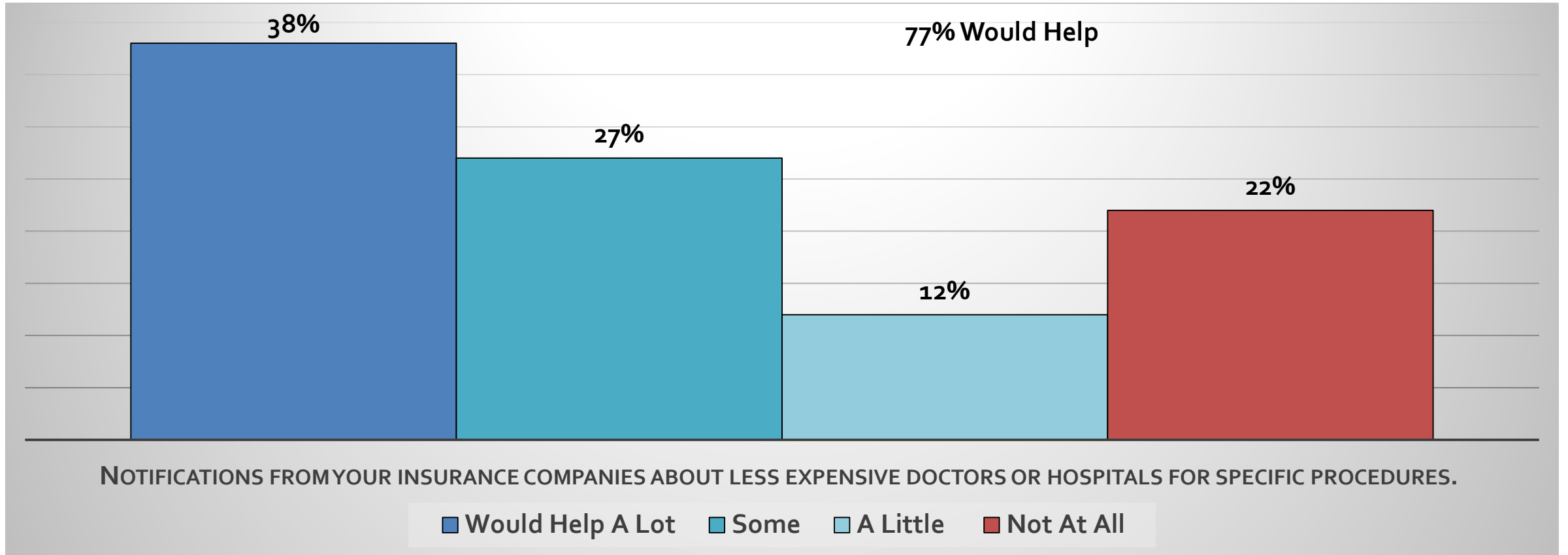
DESIRE FOR IPHONE APP



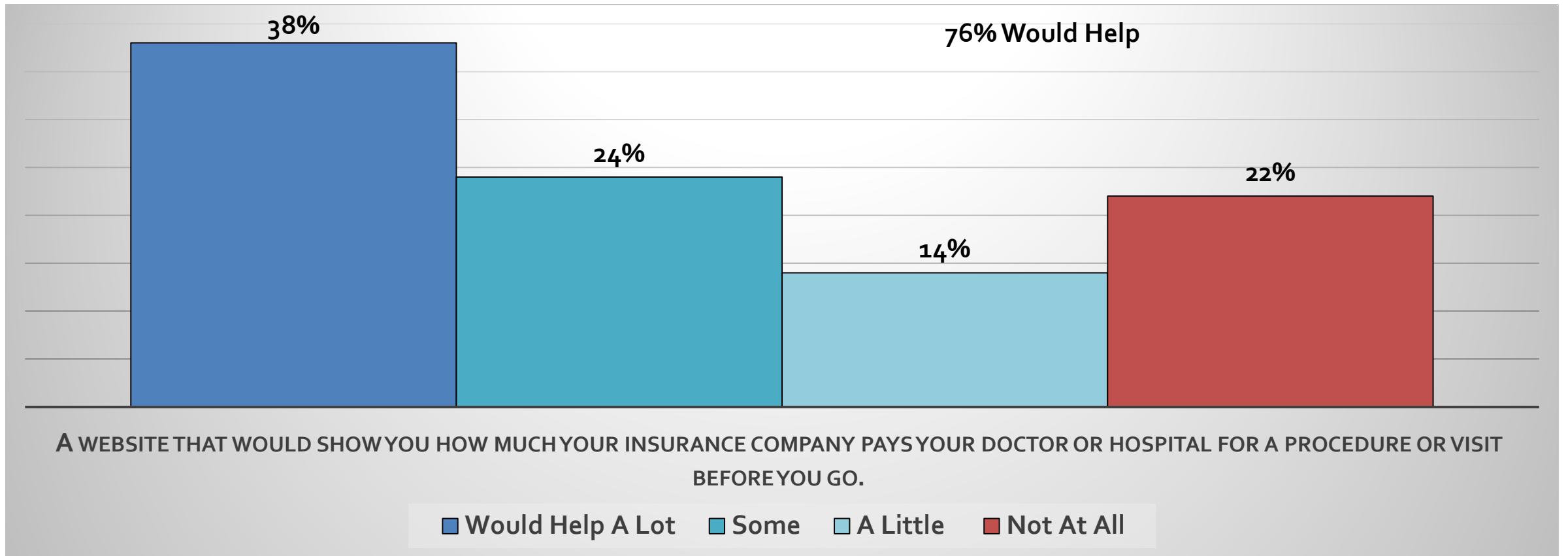
INTEREST IN CASH BACK OPPORTUNITIES FROM INSURER



NOTIFICATIONS FROM INSURER ON WAYS TO SAVE



INTEREST IN KNOWING PRICE PAID BY INSURANCE COMPANY



WHO WOULD YOU TRUST TO GET THE BEST PRICING INFORMATION ABOUT HEALTHCARE COSTS? (N=500)

