

TO: Better Medicare Alliance
FR: Morning Consult
DT: May 2020
RE: Survey Results: Seniors Experiences With Medicare Advantage Amidst COVID-19.

Morning Consult, on behalf of the Better Medicare Alliance, conducted an online survey among a national sample 1,020 seniors on Medicare Advantage. The interviews were conducted May 16-18, 2020. Results from the full survey have a margin of error of +/- 3%.

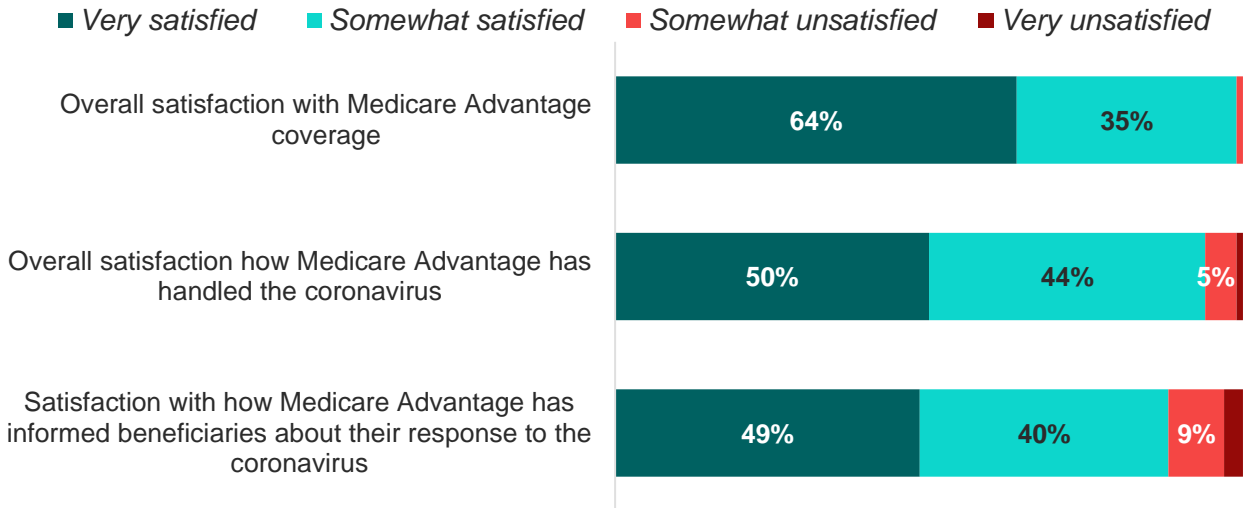
KEY FINDINGS

Satisfaction with Medicare Advantage

Nearly all surveyed seniors on Medicare Advantage (99%) say they are satisfied with their Medicare Advantage coverage, including 64% who are very satisfied. Additionally, 94% of surveyed Medicare Advantage beneficiaries are satisfied with their Medicare Advantage plan’s overall handling of the coronavirus, and 89% are satisfied with how their Medicare Advantage plan has kept them informed about their response to the coronavirus.

And, 40% say they are more likely to remain with their current Medicare Advantage plan because of the way they have responded to the coronavirus.

Satisfaction With Medicare Advantage



Access to Health Care Amidst COVID-19

A majority of seniors on Medicare Advantage (73%) have continued to receive care for their health care needs either in person or by telehealth, while 27% have experienced interruptions in health care during coronavirus.

68% of Medicare Advantage beneficiaries are confident that they would have access to a coronavirus test if needed.

A majority of seniors on Medicare Advantage (79%) say they have received enough information about receiving health care during the coronavirus, while 21% wish they received more information about receiving health care during COVID-19.

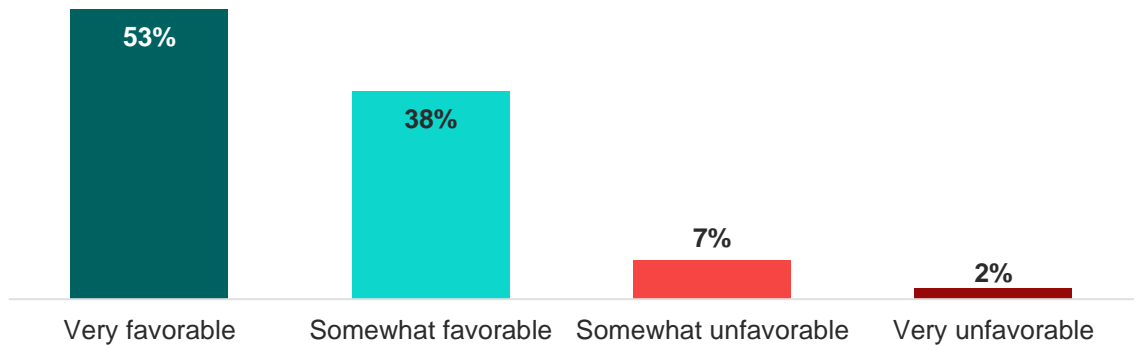
Experience With Telehealth

Overall, half of seniors on Medicare Advantage (52%) are comfortable using telehealth services to receive health care, while 30% are uncomfortable, and 18% are unsure. A quarter (24%) have used telehealth services during the coronavirus to receive health care.

Among those who have used telehealth services during the coronavirus, a strong majority (91%) had a favorable telehealth experience. And, 78% are likely to complete a medical appointment via telehealth again in the future.

Telehealth Experience

Did you have a favorable or unfavorable telehealth experience?



Communication During COVID-19

One in four seniors on Medicare Advantage have received a call from their Medicare Advantage plan (23%), and 26% have received a call from their doctor's office.

When thinking information received during the coronavirus, seniors on Medicare Advantage are most likely to trust the information they receive from their doctor (86%) or Medicare Advantage plan (84%). Medicare Advantage beneficiaries are more likely to trust information they receive from their health care plan than a family or friend (73%) or the news (67%).

When asked about awareness of their Medicare Advantage plan provided discounts on co-pays, telehealth visits, or other costs during the coronavirus, 29% are aware of these discounts, while a majority (52%) are unsure.

Trusted Resources During The Coronavirus

How much do you trust the information you receive from each of the following about information on the coronavirus?

