

**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%.*

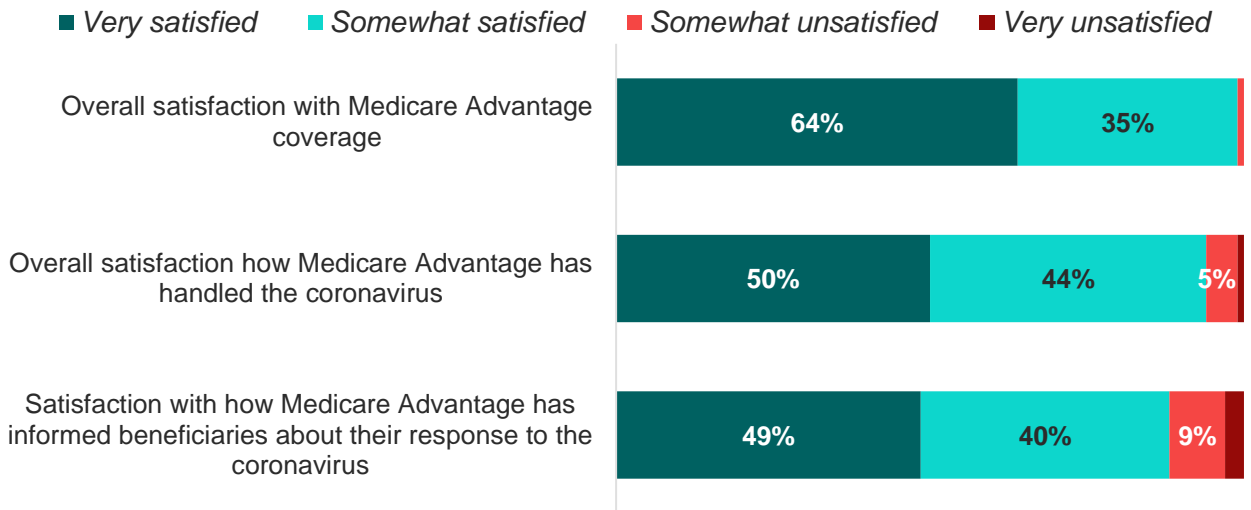
**KEY FINDINGS**

***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.

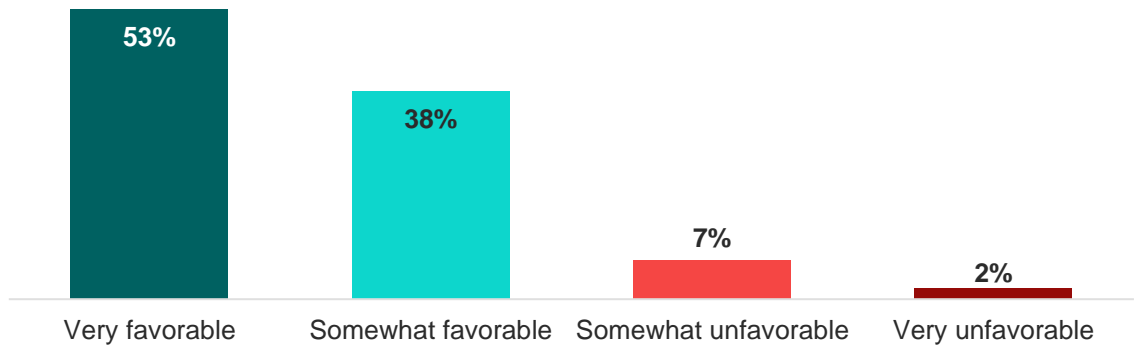
### Experience With Telehealth

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?

