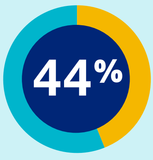


2020 Consumer Sentiment Survey Highlights

The fifth-annual UnitedHealthcare *Consumer Sentiment Survey* provides insights into Americans' health care knowledge, opinions and preferences during open enrollment.[1]

Health Plan Preferences Amid COVID-19



of respondents said COVID-19 has influenced the health plan they intend to select for 2021.

- **16%** opting for an option with lower out-of-pocket costs.
- **11%** looking for more well-being programs or resources.
- **10%** seeking more comprehensive or richer benefits.



of respondents said COVID-19 has spurred them to spend more time researching health plan options.

Technology & Transparency Trends



- **56%** said it is likely they would use virtual care for medical services.
- **55%** have used the internet or mobile apps to comparison shop for medical services in the last year.
- **47%** said it is likely they would use virtual care for behavioral health issues.
- **25%** of respondents consider online or mobile resources as their first option to evaluate health issues and symptoms.

About 1 in 4 respondents would prefer a virtual relationship with a primary care physician.

Open Enrollment Preparedness

78% of respondents with health benefits said they are prepared for open enrollment season.

84% said it was "important" to have vision and dental coverage options during open enrollment.

[1] 2020 UnitedHealthcare Consumer Sentiment Survey. Survey was conducted Sept. 11-13, 2020, using Engine INSIGHTS CARAVAN® online survey of 1,004 U.S. adults 18 and older. The margin of error was plus or minus 3% at the 95% confidence level.

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