

2021 UnitedHealthcare Consumer Sentiment Survey

The sixth-annual UnitedHealthcare Consumer Sentiment Survey provides insights into Americans' knowledge and opinions about various areas of health care, including open enrollment, technology trends, wellness programs and health plan preferences.[1]

Health plan preferences



of respondents said COVID-19 has influenced the health plan they intend to select for 2022

16% are opting for an option with lower out-of-pocket costs

13% are looking for more well-being programs or resources

8% are seeking more comprehensive or richer benefits



82%

of respondents said they are prepared to select a health plan during open enrollment season, a survey record

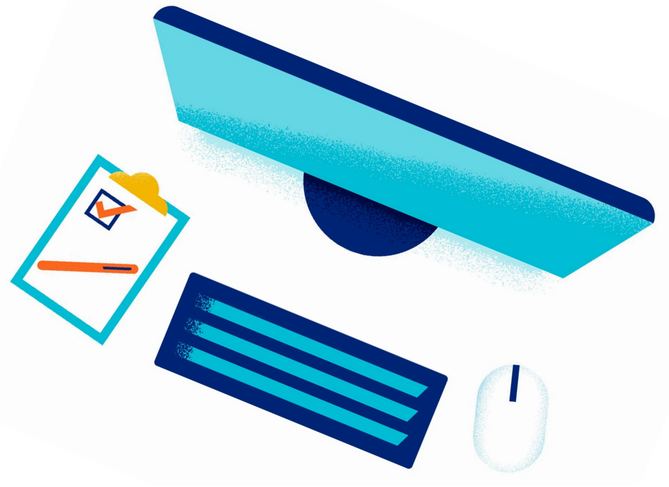
Technology trends

53%

of respondents said it is likely they would use virtual care for medical services in the future

50%

said they had used the internet or mobile apps to comparison shop for health care in the past year



Wellness trends



71%

of respondents who are employed and have access to wellness programs said the initiative made a positive impact on their health



51%

said they would be interested in using a digital fitness app as part of an employer-sponsored well-being program

[1] 2021 UnitedHealthcare Consumer Sentiment Survey. Survey was conducted Sept. 10-12, 2021, using Engine INSIGHTS CARAVAN® online survey of 1,013 U.S. adults 18 and older. The margin of error was plus or minus 3% at the 95% confidence level.

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