

MORNING CONSULT

TO: Better Medicare Alliance

FR: Morning Consult

DT: November 14, 2019

RE: Seniors' Experience and Satisfaction With Medicare and Medicare Advantage

Enrollment in Medicare and Medicare Advantage

- **Nearly half of seniors on Medicare were *not aware* of the option of Medicare Advantage, and wish they had known more.** Nearly half of seniors on Medicare (45%) did not know about Medicare Advantage when they first enrolled. And, one in three seniors on traditional Medicare (32%) wish they had known more about Medicare Advantage when they first enrolled.
- After enrolling in Medicare, 44% of seniors switched to Medicare Advantage in the first open enrollment period.
- And a strong majority of seniors on Medicare Advantage (84%) say switching to a Medicare Advantage program was easy.

Satisfaction with Medicare Advantage

- **Overall, seniors are very satisfied with their health insurance coverage.** A strong majority of seniors on Medicare Advantage (94%) are satisfied with their quality of care under their Medicare Advantage plan, including 65% who are very satisfied.
- Among seniors on Medicare Advantage:
 - 94% are satisfied with the selection of doctors, physicians, and specialists available.
 - 84% are satisfied with wellness and disease management programs.
 - 84% are satisfied with customer service from their plan administrator or care coordinator.
 - 80% are satisfied with the cost of co-pays and deductibles.
- And a majority of seniors on Medicare agree with the following statements:
 - 62% agree care coordination, such as assistance with follow-up calls and scheduling appointments, makes Medicare Advantage a better choice for seniors compared to traditional Medicare.
 - 74% agree wellness programs available through Medicare Advantage help seniors live healthier lives.

Healthcare choices

- **Having health care plan options is important to seniors.** A strong majority of seniors on Medicare (88%) say it is important they have a choice of a plan other than traditional Medicare, such as Medicare Advantage, including 62% who say it is *very important*.

Methodology:

This poll was conducted between September 26- October 1, 2019 among a national sample of 2,000 Seniors on Medicare. The interviews were conducted online. Results from the full survey have a margin of error of plus or minus 2 percentage points.