

Survey of Telehealth Use by Commercial Insurance Enrollees

AHIP

12.01.22



America's Health Insurance Plans (AHIP) commissioned NORC to conduct a survey to determine use and satisfaction of telehealth services by individuals enrolled in commercial insurance.

AmeriSpeak Omnibus Survey

Funded and operated by NORC at the University of Chicago, **AmeriSpeak®** is a probability-based panel designed to be representative of the US household population. Randomly selected US households are sampled using area probability and address-based sampling, with a known, non-zero probability of selection from the NORC National Sample Frame.

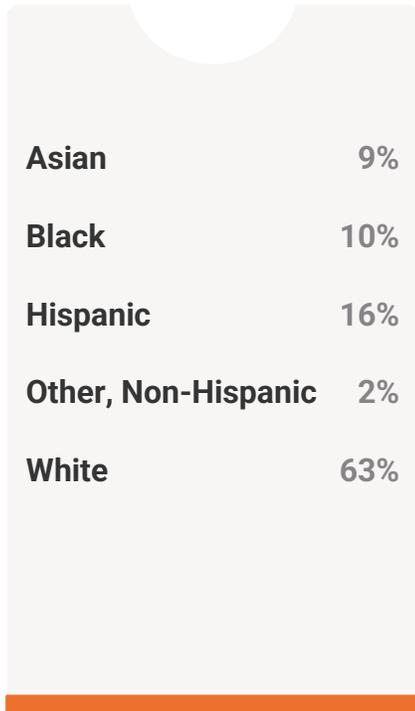
The Omnibus is a multi-client, shared cost, quantitative survey instrument designed to collect data and deliver valuable insights quickly and affordably. The Omnibus survey is conducted bi-weekly among a national representative sample of 1000 adults aged 18 or older. It is administered mixed-mode: online (CAWI) and phone (CATI).

Fielding dates: 10.21.22 – 10.23.22

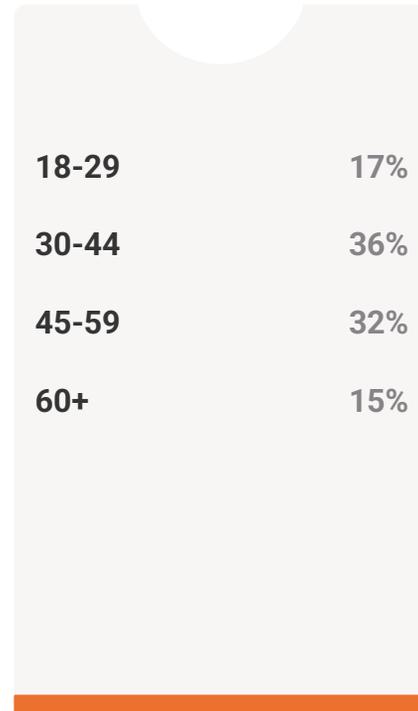


Of the 1000 adults 18 and older surveyed, 498 had commercial insurance (through employer or exchange marketplace)

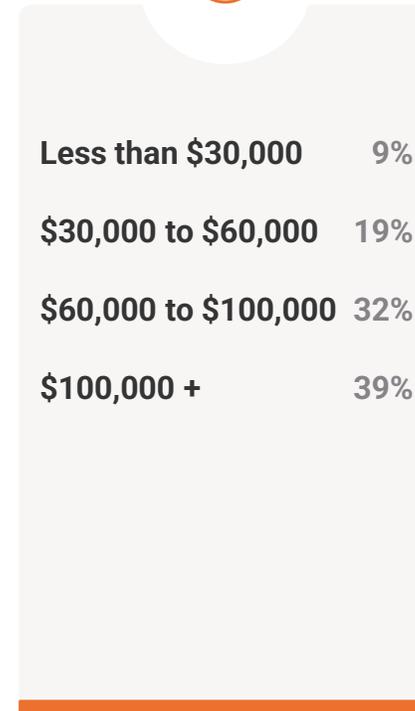
Race/Ethnicity



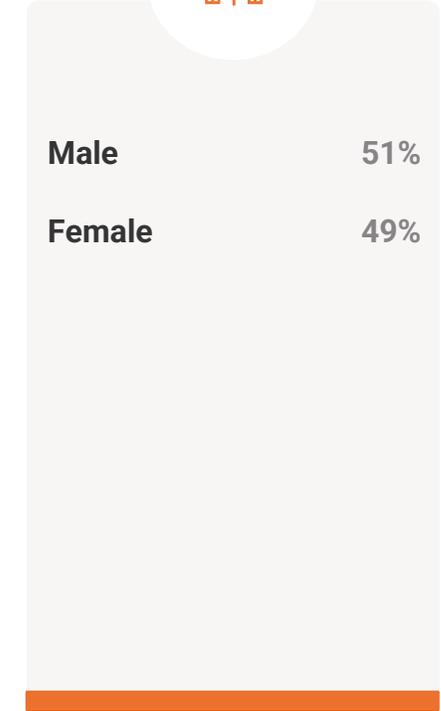
Age



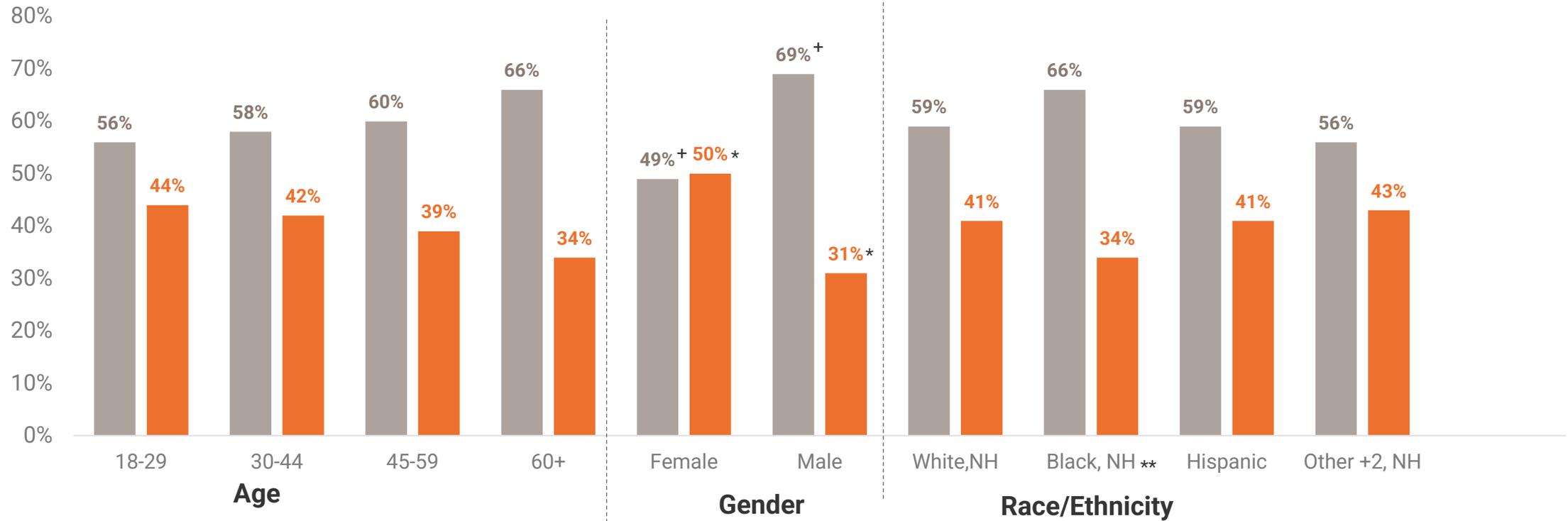
Income



Sex



Commercially insured telehealth non-users
Commercially insured telehealth users



Question: Have you used telehealth services within the last year?

*Sub-group analysis findings are statistically significant at a p < .05

+Sub-group analysis findings are statistically significant at a p < .05

**this is a very small base and is ineligible for significance testing

SOURCE: NORC Omnibus Survey conducted October 21-23, 2022, with 1,000 adults age 18 and older nationwide. N=498 for commercially insured

Many commercially insured individuals are using telehealth and are satisfied with the modality and care

40%

of respondents with commercial insurance used telehealth to access health services in the past year.

60%

are satisfied with the care they received via telehealth.

Questions: (1) Have you used telehealth services in the past year? (2) How satisfied are you with the care you receive via telehealth? (3) Do you agree or disagree with any of the following statements: Telehealth has made it easier for me to seek out health care when I need it

SOURCE: NORC Omnibus Survey conducted October 21-23, 2022, with 1,000 adults age 18 and older nationwide. N=498 for commercially insured

69%

of commercially insured telehealth users in the past year **said they used telehealth because it is more convenient** than an in-person appointment.

Question: Why do you use telehealth services?

SOURCE: NORC Omnibus Survey conducted October 21-23, 2022, with 1,000 adults age 18 and older nationwide. N=498 for commercially insured

78%

of commercially insured telehealth users in the past year **said telehealth made it easier for them to seek out health care** when they need it.

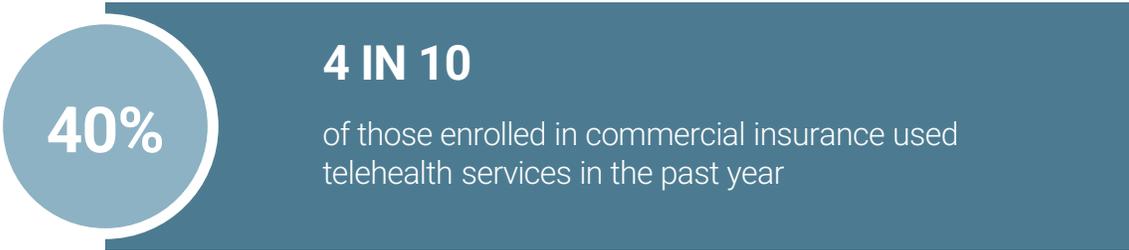
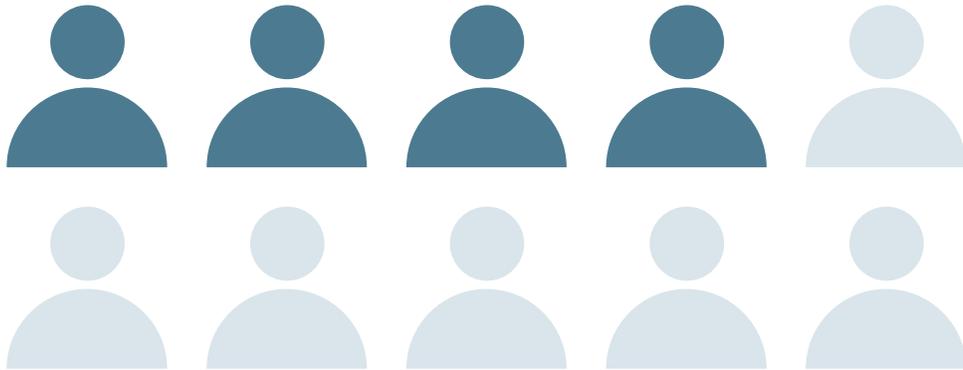
85%

of commercial telehealth users **said there are an adequate number of medical providers available to them via telehealth** for the health needs they have.

73%

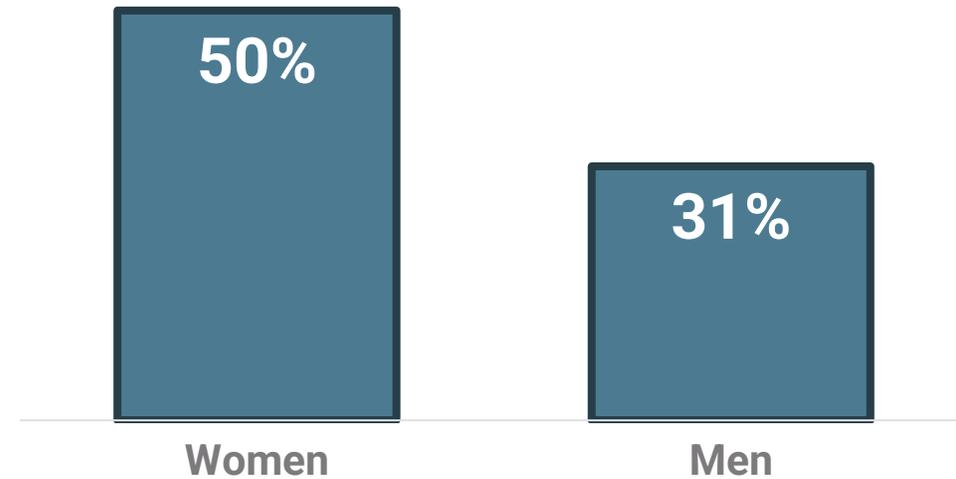
of commercial telehealth users **said Congress should make permanent the provisions that allowed for coverage of telehealth services before paying their full deductible.**

Telehealth use among the commercially insured remained vibrant in year 2 of the pandemic, and women were 1.6 times more likely to use it than men



Subgroup Analysis

Women with commercial health insurance were much more likely than men with commercial health insurance to have used telehealth in the past year

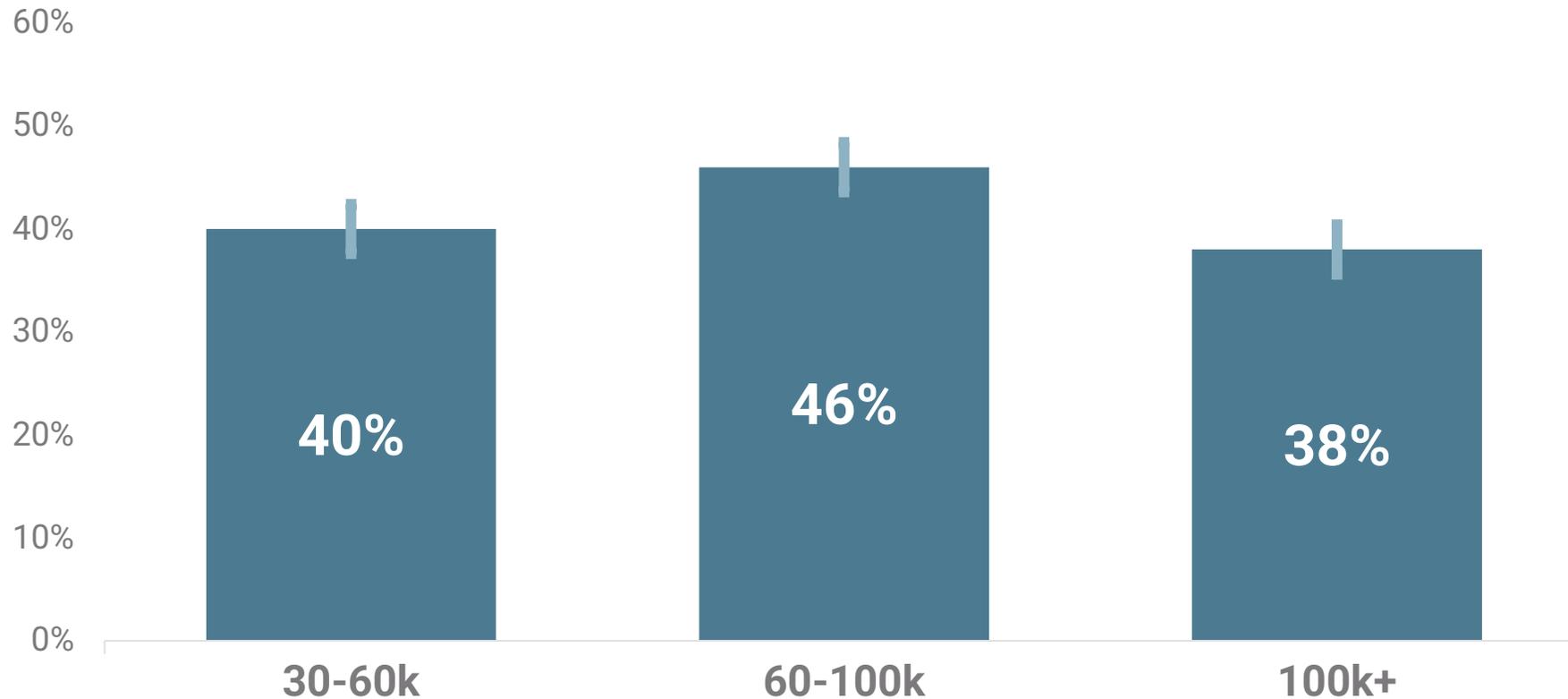


Question: Have you used telehealth services within the last year?
 Sub-group analysis findings are statistically significant at a p <.05

SOURCE: NORC Omnibus Survey conducted October 21-23, 2022, with 1,000 adults age 18 and older nationwide. N=498 for commercially insured

Among commercially insured telehealth users

Those with low-to-middle incomes use telehealth about the same or modestly more than those earning \$100K +



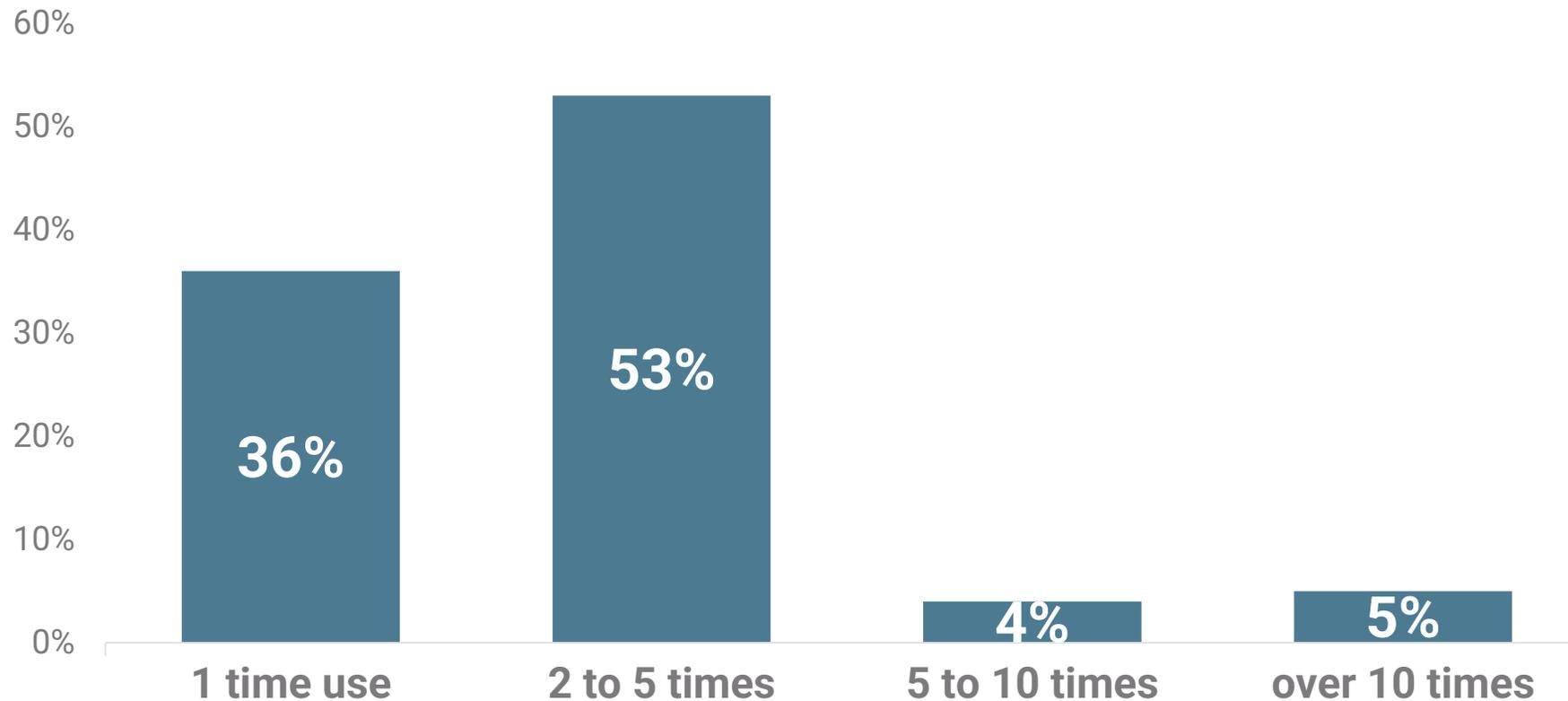
Question: Have you used telehealth services within the last year?

Sub-group analysis findings are statistically significant at a $p < .05$

SOURCE: NORC Omnibus Survey conducted October 21-23, 2022, with 1,000 adults age 18 and older nationwide. N=498 for commercially insured

Among commercially insured telehealth users

Most used telehealth between 2 and 5 times over the past year



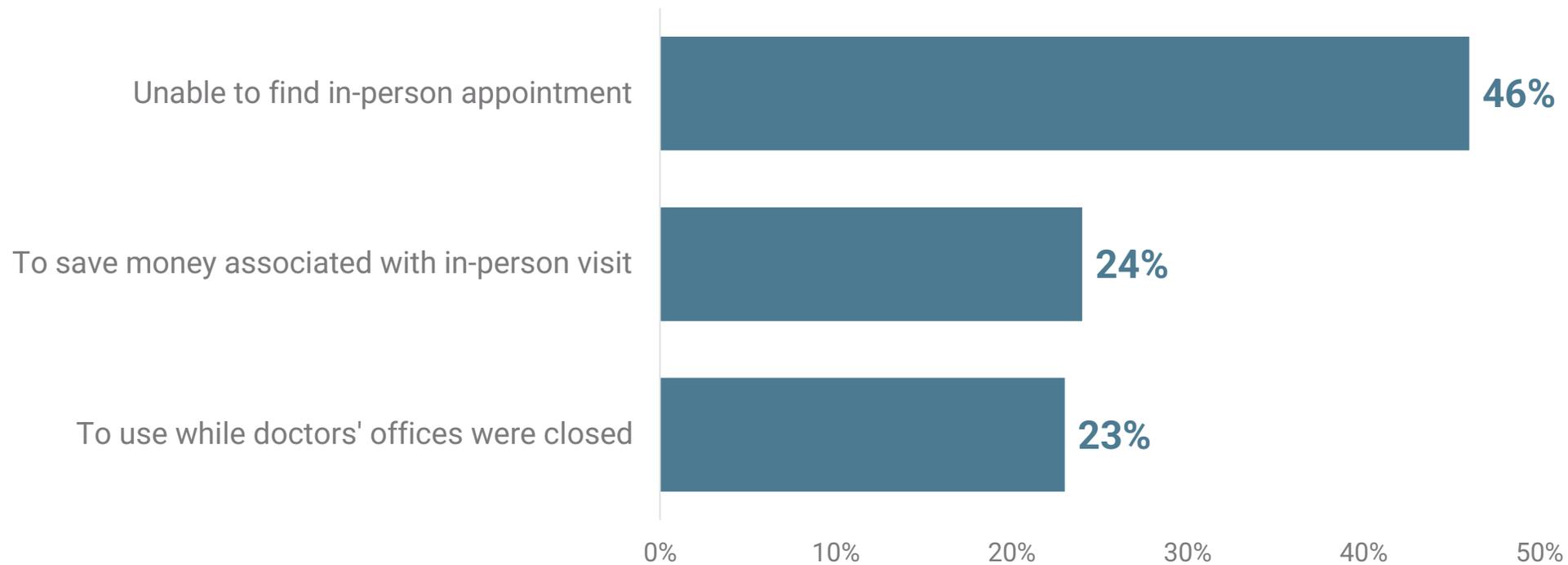
Question: How often have you used telehealth services in the past year?

Percentages do not add to 100 due to 1% skipped the question and 1% refused to answer

SOURCE: NORC Omnibus Survey conducted October 21-23, 2022, with 1,000 adults age 18 and older nationwide. N=498 for commercially insured

Among commercially insured telehealth users

Respondents provided a variety of reasons for their use of telehealth services



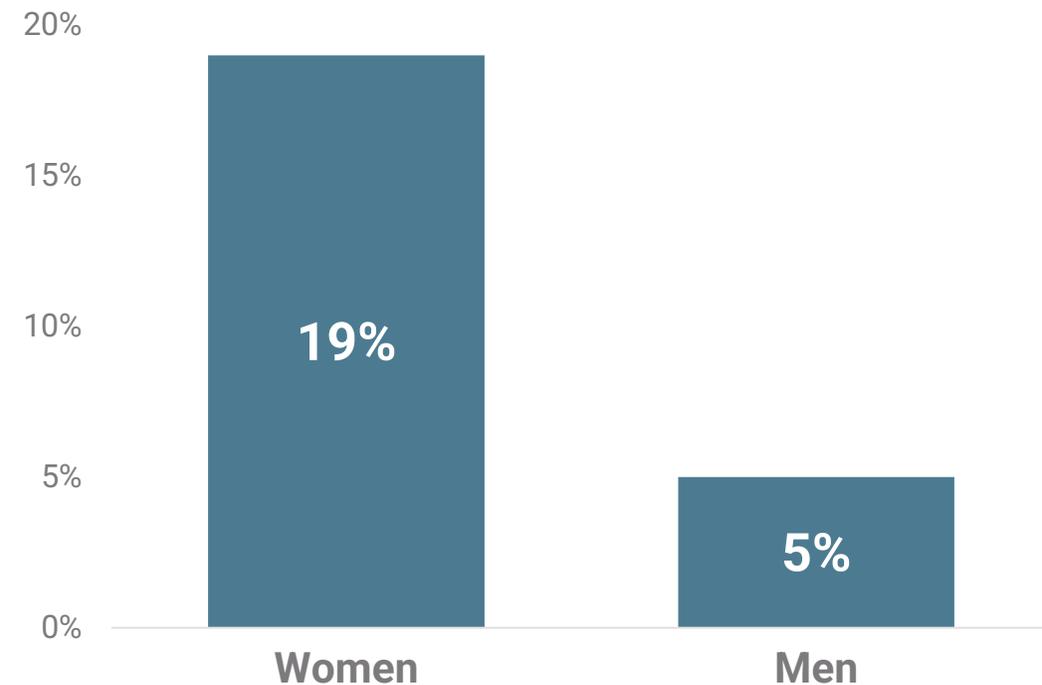
Question: In what circumstances has telehealth been most helpful?

Sub-group analysis findings are statistically significant at a $p < .05$

SOURCE: NORC Omnibus Survey conducted October 21-23, 2022, with 1,000 adults age 18 and older nationwide. N=498 for commercially insured

Among commercially insured telehealth users

Women telehealth users were almost 4 times more likely than men to say they took a telehealth appointment because they lacked childcare or eldercare



Question: In what circumstances has telehealth been most helpful?

Sub-group analysis findings are statistically significant at a $p < .05$

SOURCE: NORC Omnibus Survey conducted October 21-23, 2022, with 1,000 adults age 18 and older nationwide. N=498 for commercially insured

For additional
information...

Mairin Mancino
Mancino-Mairin@norc.org

Kate Honsberger
Honsberger-kate@norc.org

 Research You Can Trust™

 **NORC** at the
University of
Chicago