



America's Health  
Insurance Plans

# Exploring Medicare Supplemental – Beneficiary Satisfaction and the Road Ahead

# Methodology

- Global Strategy Group, on behalf of AHIP, conducted an online survey among 509 beneficiaries of Medicare supplemental insurance – also known as Medigap.
- The survey was fielded from August 28<sup>th</sup> – 31<sup>st</sup>, 2017.
- Care has been taken to ensure that the geographic and demographic makeup of this population are properly represented by the survey's respondents.

# Key Findings

- Beneficiaries of Medicare supplemental insurance are overwhelmingly satisfied with their plans and the coverage Medicare supplemental delivers.
- Most seniors on these plans see their supplemental insurance as a good value that protects their financial security.
- In addition to their cost-saving benefits, Medicare supplemental insurance plans give beneficiaries the choice and access they want to quality care.
- Also, any threat to Medicare supplemental plans or their cost coverage is deeply concerning to beneficiaries.

# The Value of Medicare Supplemental Insurance Coverage

# Beneficiaries express broad satisfaction with their supplemental insurance, rating their plans on-par with Medicare

Overall, how would you rate your satisfaction with your...

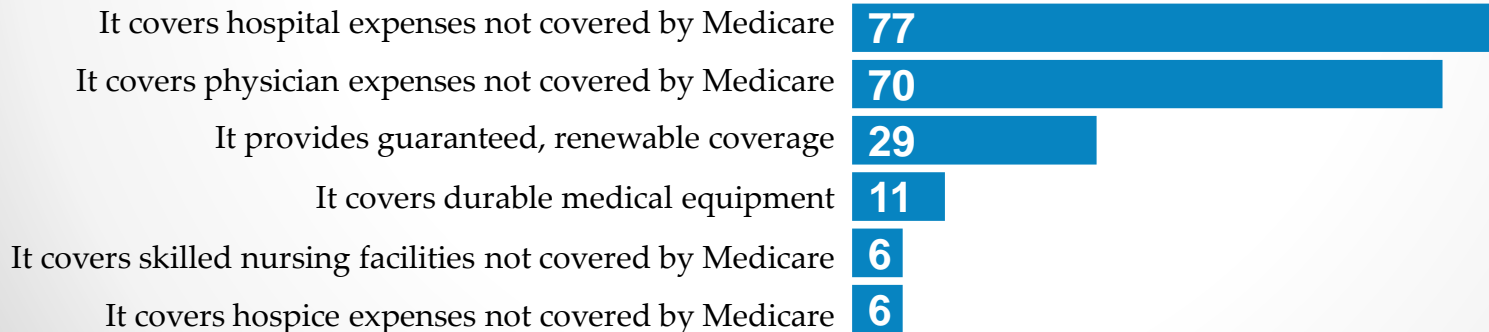


# They see these plans as a good value – finding the coverage they receive on potentially costly health care visits the most valuable

How good a value is your Medicare supplemental insurance policy?



Which two of your benefits do you find the most valuable?



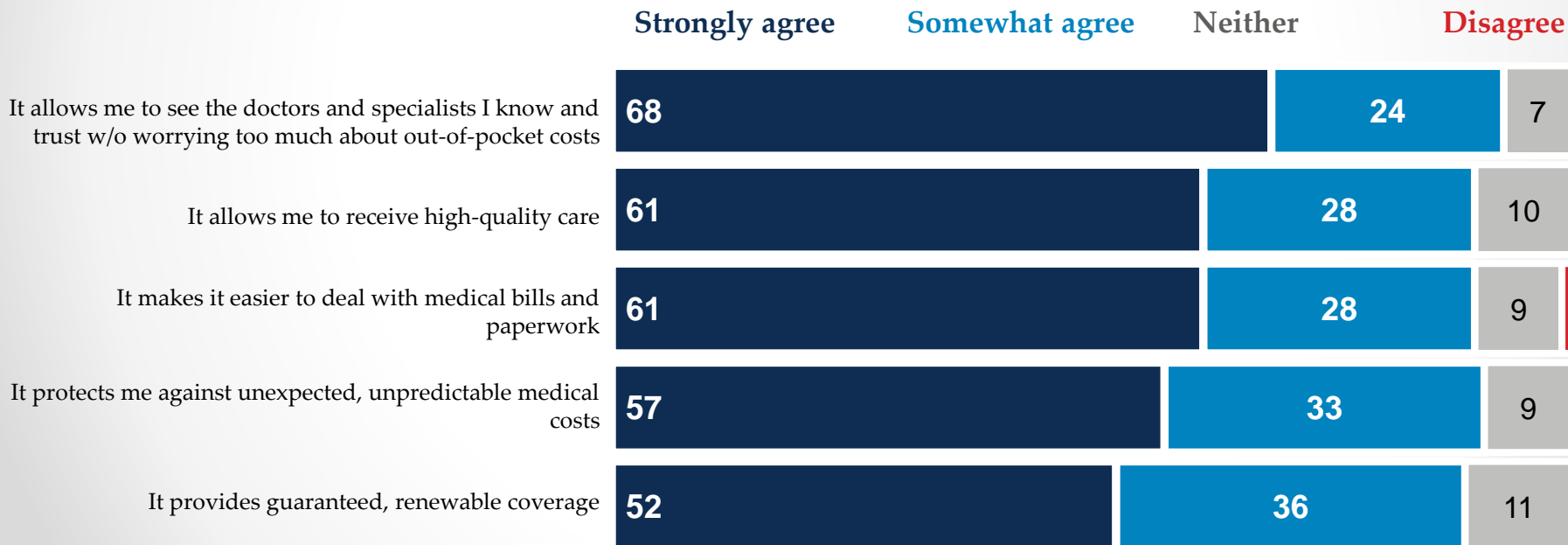
# Satisfaction extends beyond cost coverage – the enrollment process, benefits, and customer service are all highly rated

Thinking about your Medicare supplemental insurance provider, how satisfied are you with...



# Seniors also say these plans give them the choice and access they want to quality care

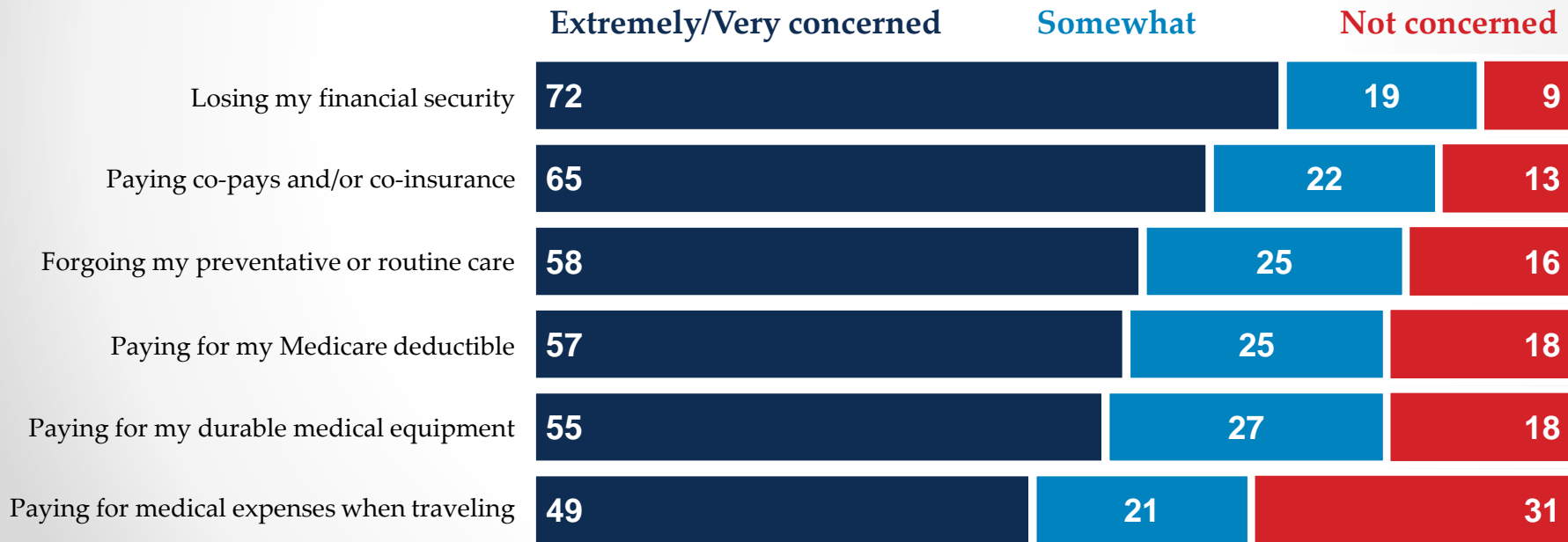
Thinking about your Medicare supplemental plan, indicate whether or not you agree with each...





# Beneficiaries say without Medicare supplemental insurance they are very concerned they would lose their financial security

If you were unable to receive Medicare supplemental insurance, how concerned would you be about each?



# Changes that would eliminate Medicare supplemental or raise the cost of having this coverage are deeply concerning

Please indicate how concerned you would be about each of the potential changes.

