

# 2018 Communicating for America Survey



# Survey Overview

In March, 2018, CA fielded a survey to its members and to a broader sample from across the United States.

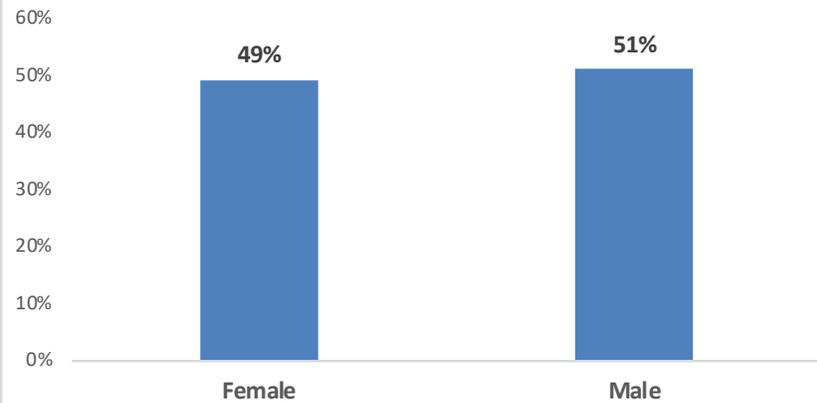
Respondents were asked questions about:

- The process of obtaining health insurance
- Cost and access
- The U.S. government's performance
- Healthcare reform

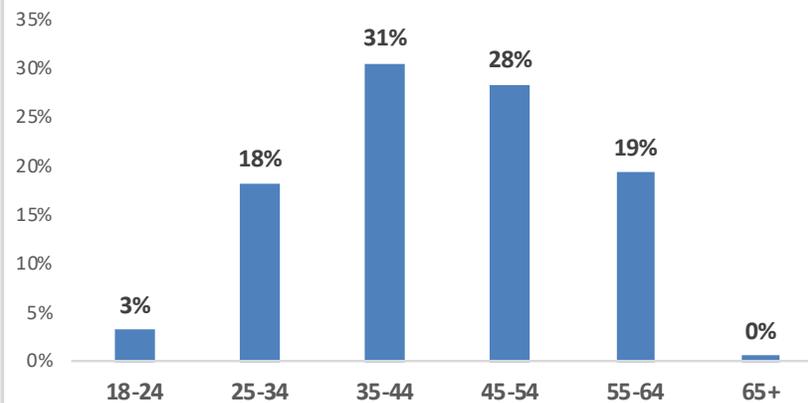
**819** respondents completed the survey.

# Sample Overview

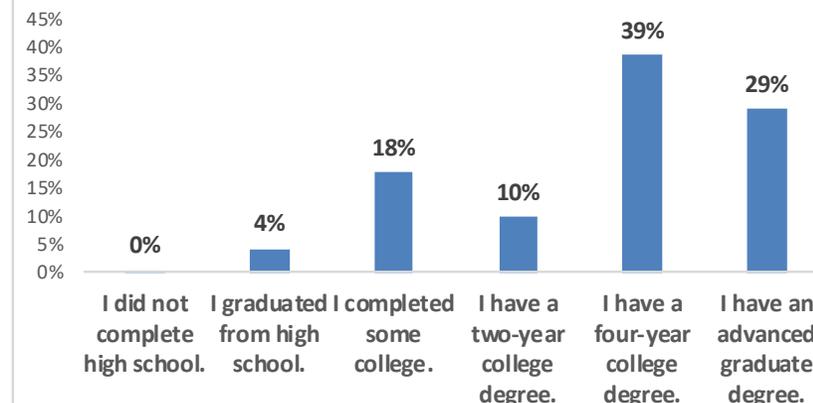
## Gender



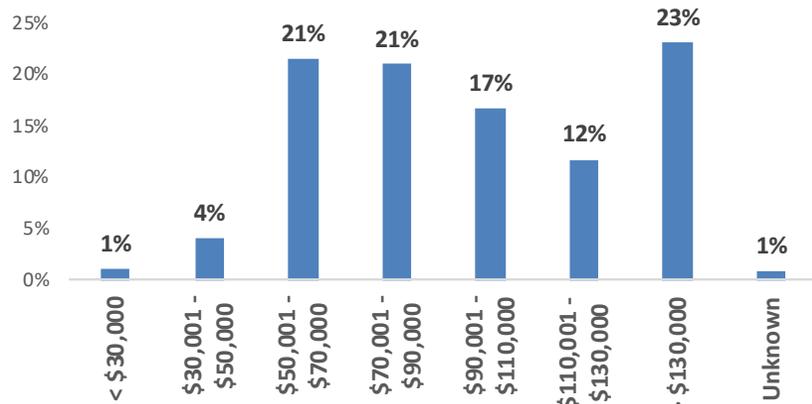
## Age



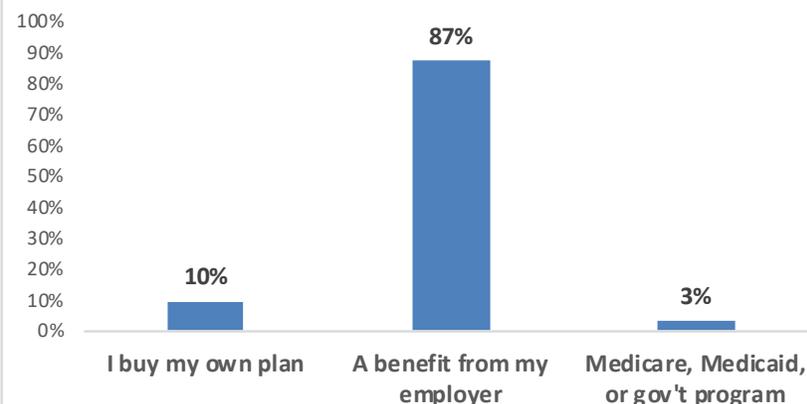
## Education



## Income



## Where purchase insurance?





How do Americans view the process of buying health insurance?



How would you rate the process of buying health insurance?

*(1=extremely confusing;  
5=extremely straight-forward)*

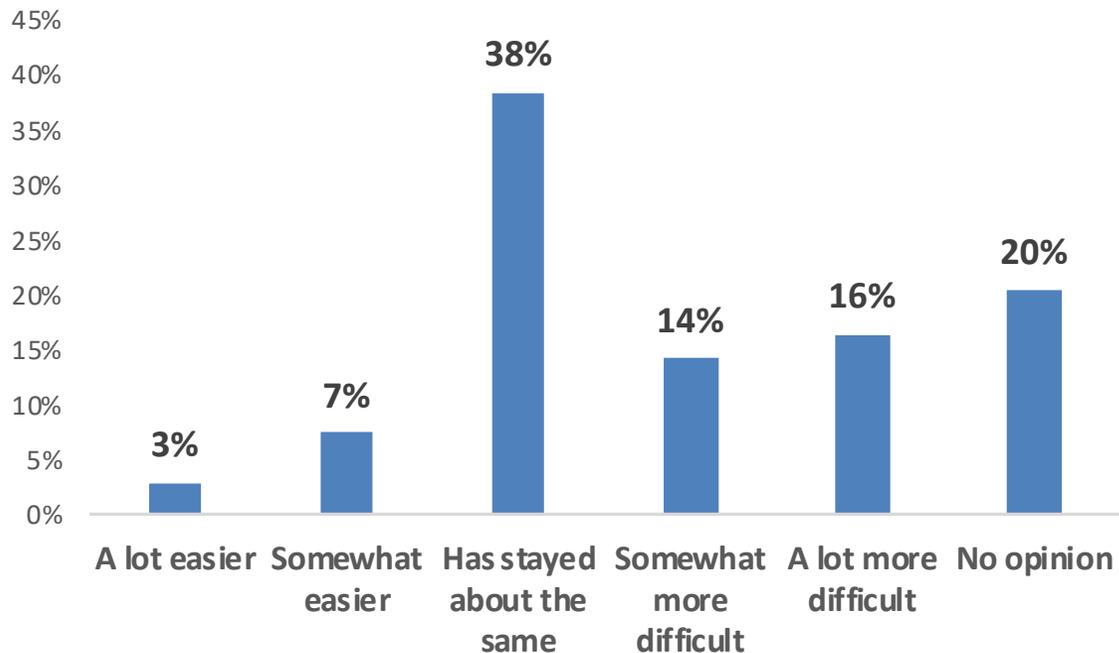
**Overall, Americans believe buying health insurance is moderately straight-forward. (2.8 / 5)**



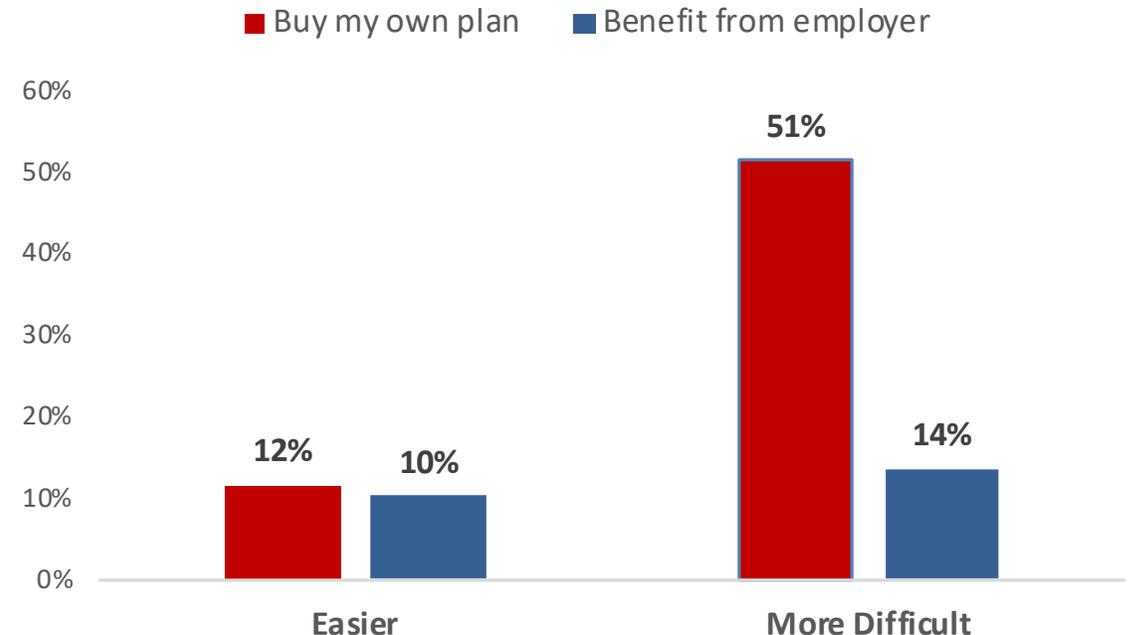


# How has the process of obtaining health insurance changed in the past 12 months?

Although many Americans believe the **process of buying health insurance has stayed about the same** over the past 12 months....



This is not the case for Americans who **buy their own health insurance.**



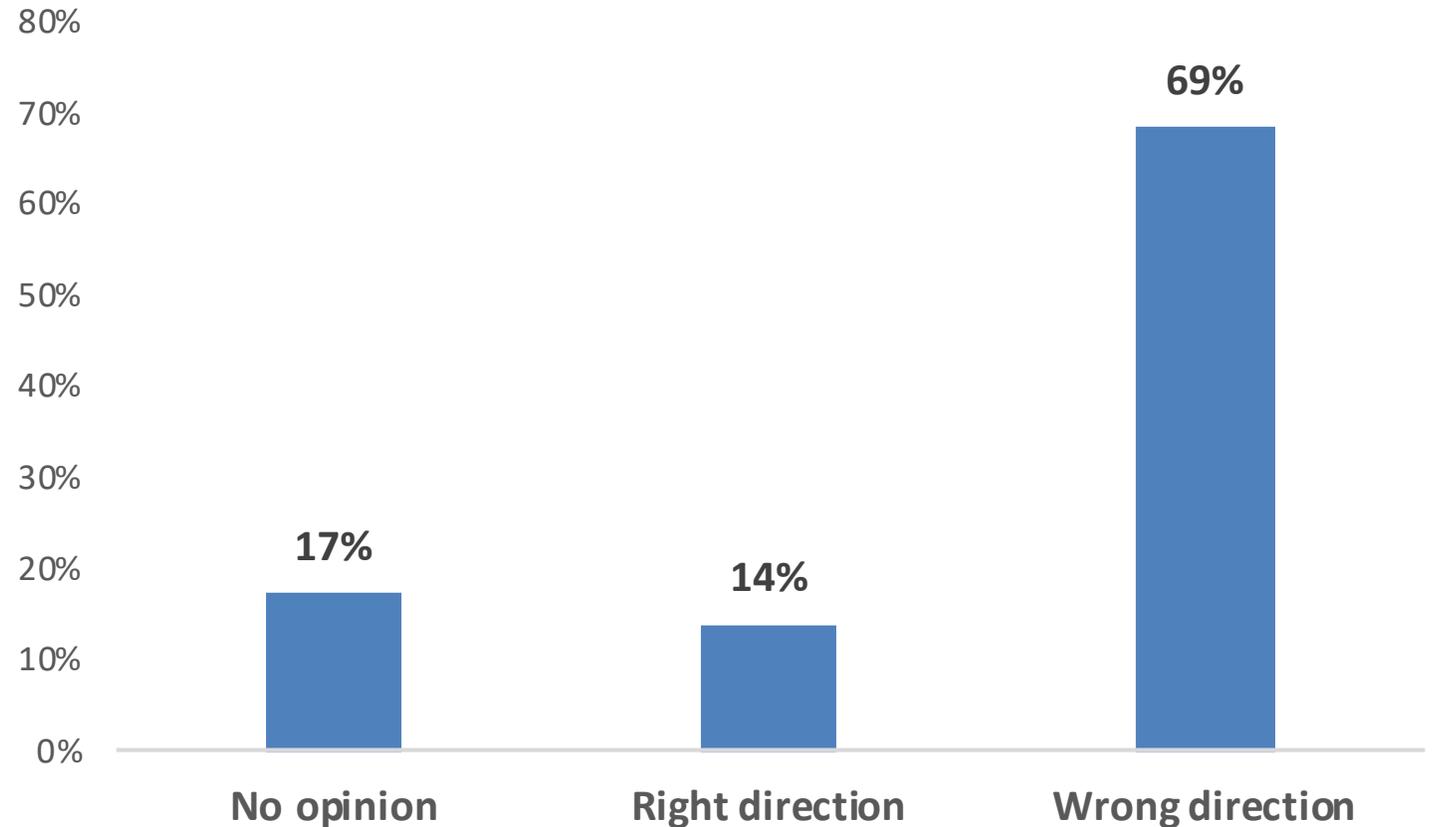


How do Americans view the cost and ability to access health insurance?

Do you think the accessibility of health insurance in America is going in the right direction? Or the wrong direction?



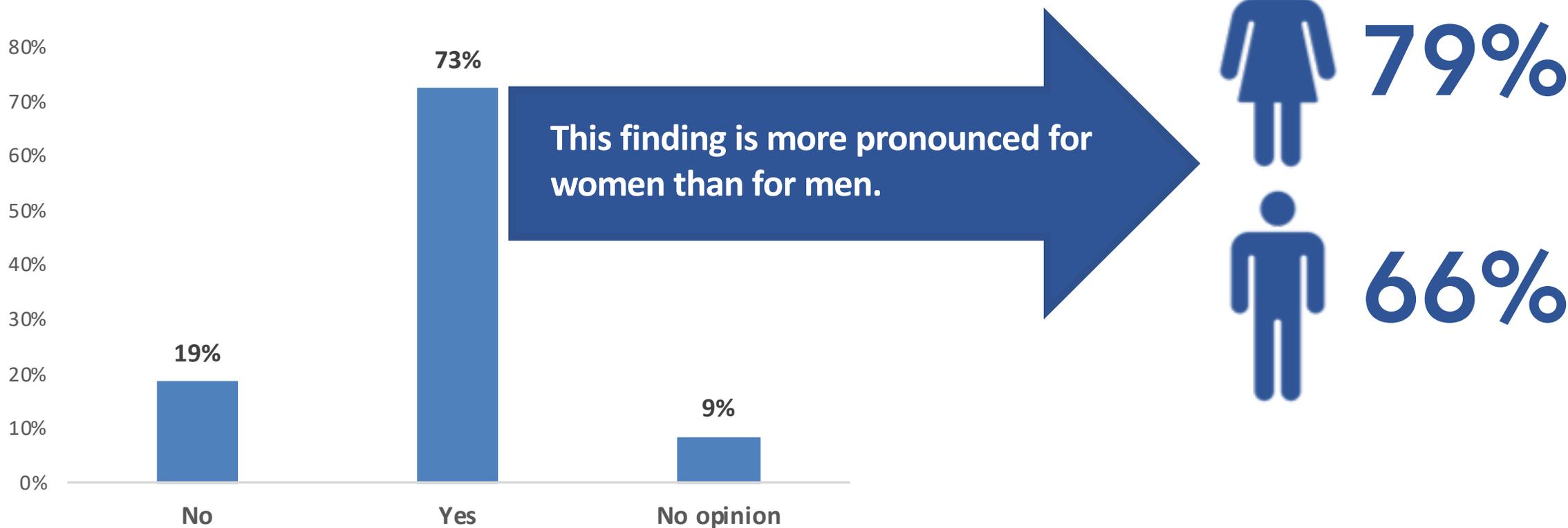
Overall, Americans believe the accessibility of health insurance is going in the **wrong direction**.





# What might be causing Americans to be disappointed in the direction of the healthcare industry?

The overwhelming majority of Americans are **fearful about** the future accessibility of health insurance for people with **pre-existing medical conditions**.

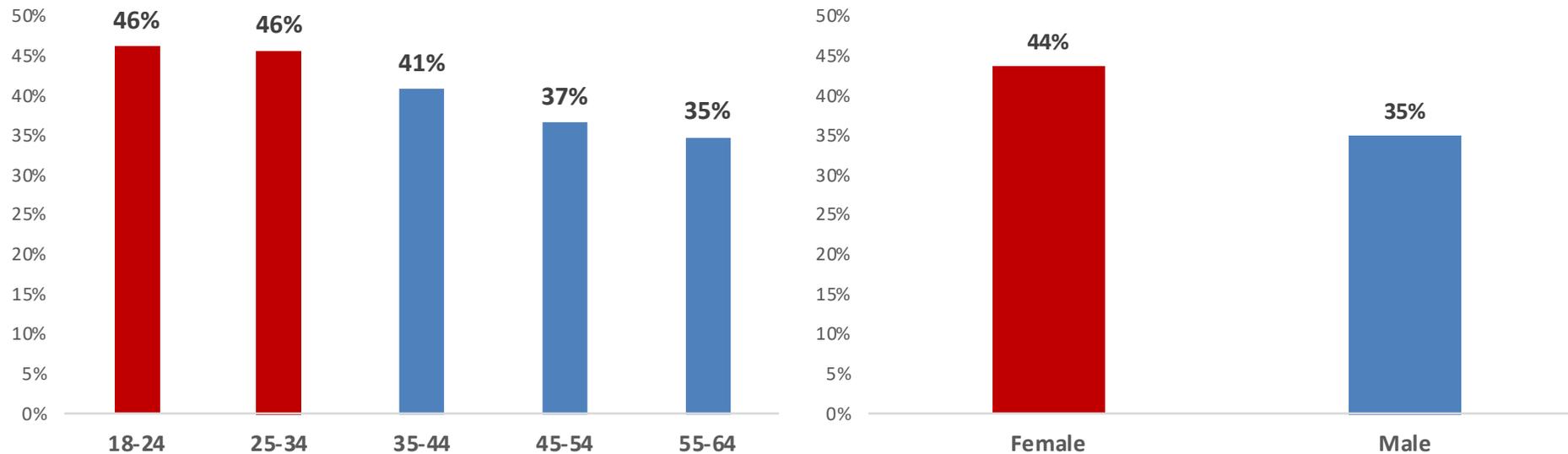




# What might be causing Americans to be disappointed in the direction of the healthcare industry?

**39%** of Americans said they have **avoided seeking medical care** in the past 12 months **because of the cost.**

This pattern is more pronounced for **young Americans** and **women.**





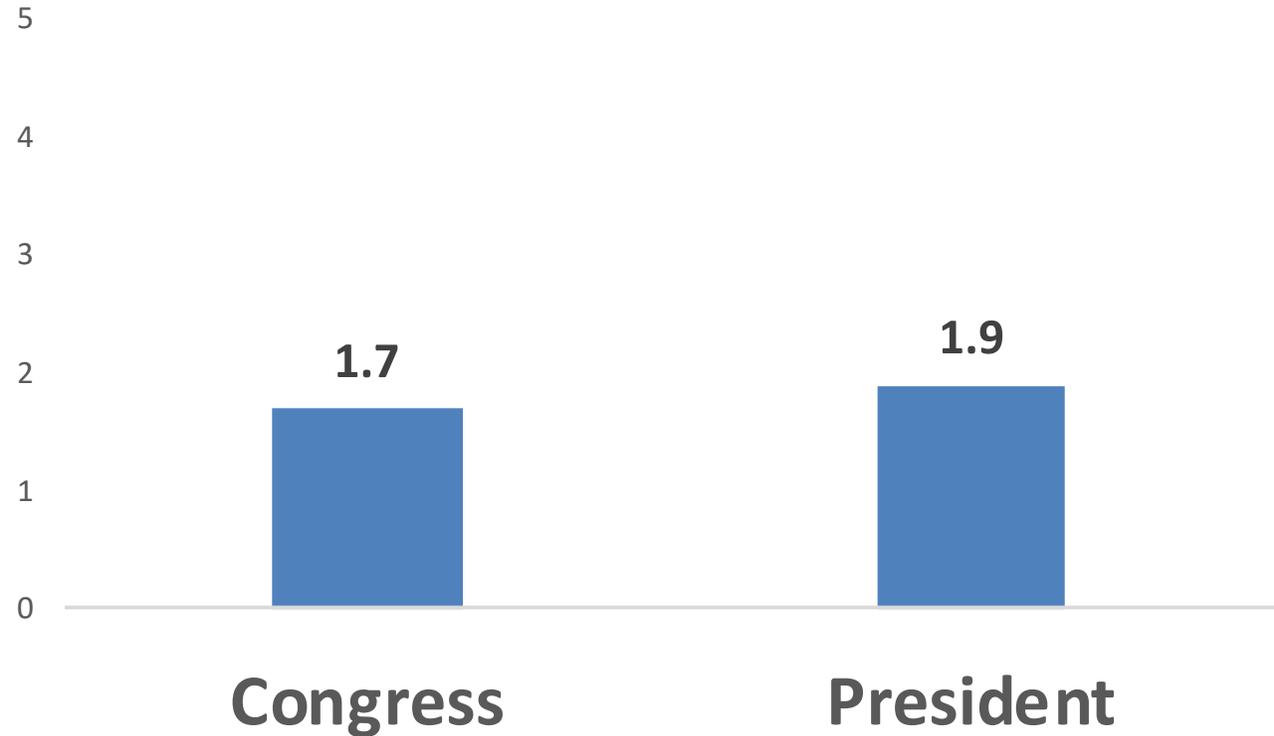
How do Americans view the performance of the government?



How well has the President/Congress done to make health insurance more affordable in the past year.

*(1 star = he has done a poor job; 5 stars = he has done an excellent job.)*

Americans rate both Congress and the President **relatively unfavorably** with regard to their ability to make health insurance more affordable.



**57%** believe that the government is not doing enough to combat the opioid epidemic.

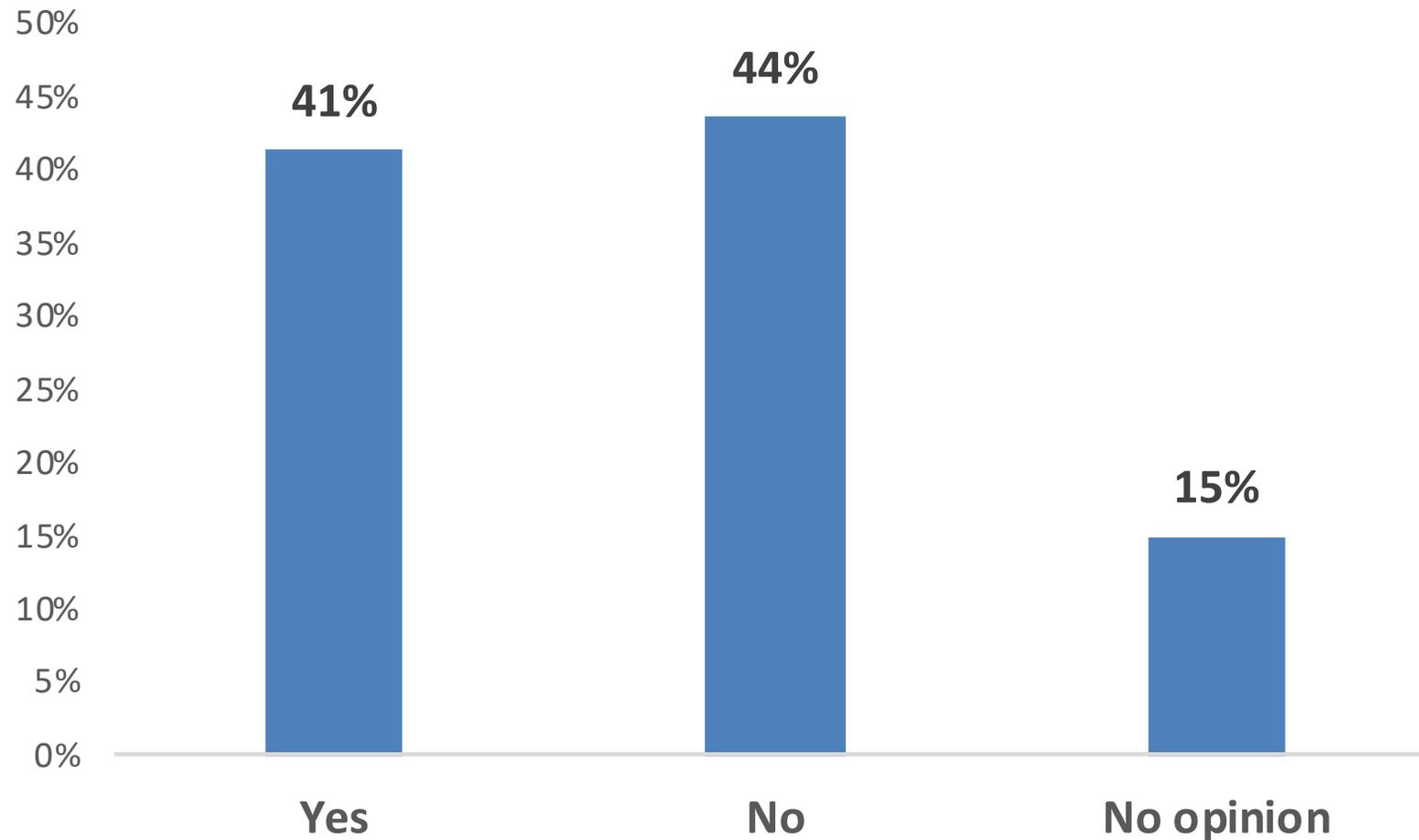


What are Americans' views  
on topics related to  
healthcare reform?



Do you believe that Congress and the Administration should repeal and replace the Affordable Care Act, often called Obamacare?

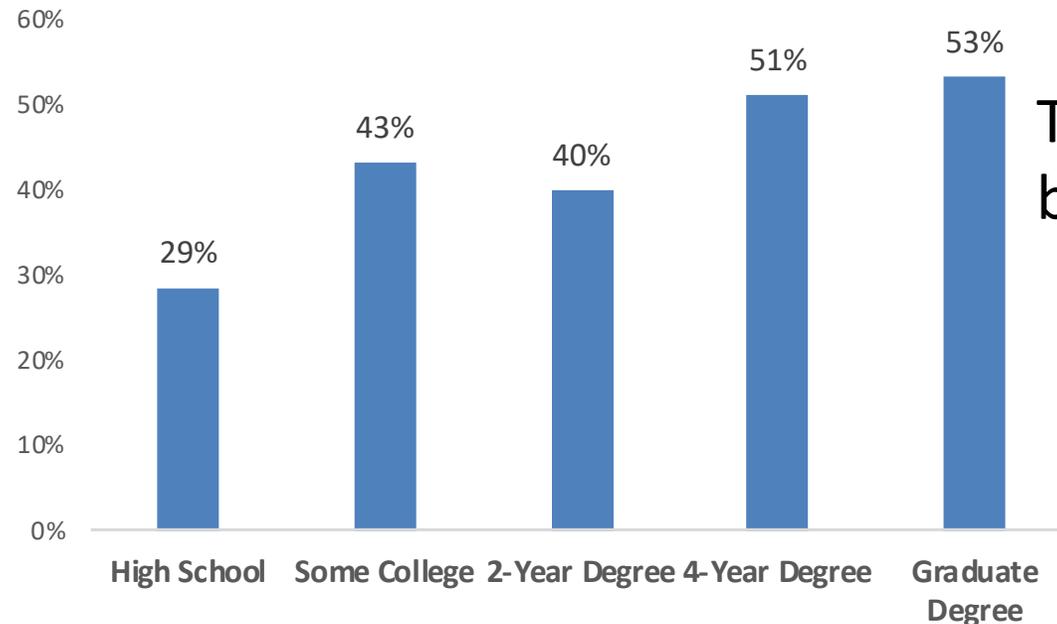
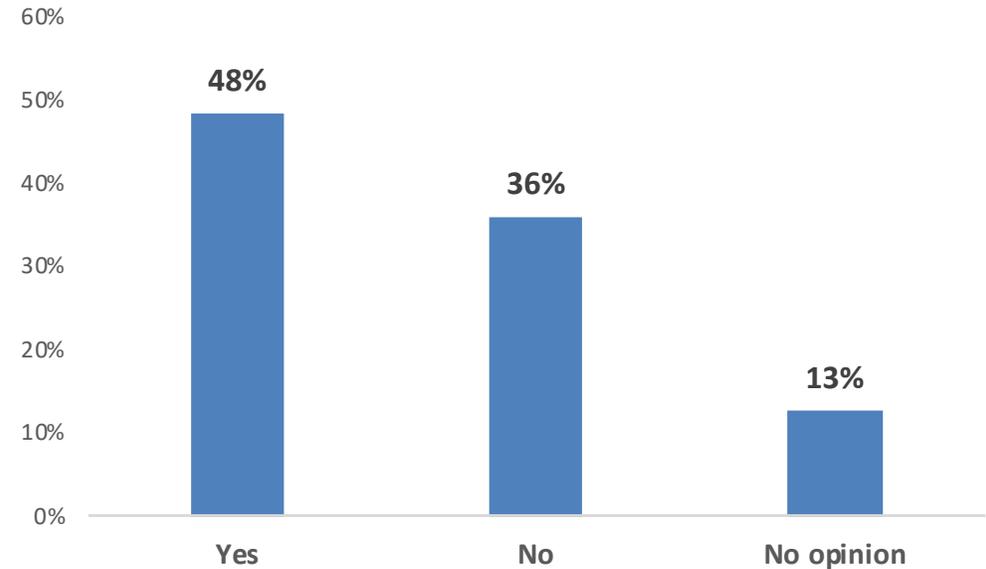
**Americans are divided** on their opinion about repealing and replacing the ACA.





Would you like to see a universal health plan – or single-payer health plan – that is operated by the federal government and offered to all citizens?

**48%** of Americans would like to see a **single-payer** health plan in the U.S.

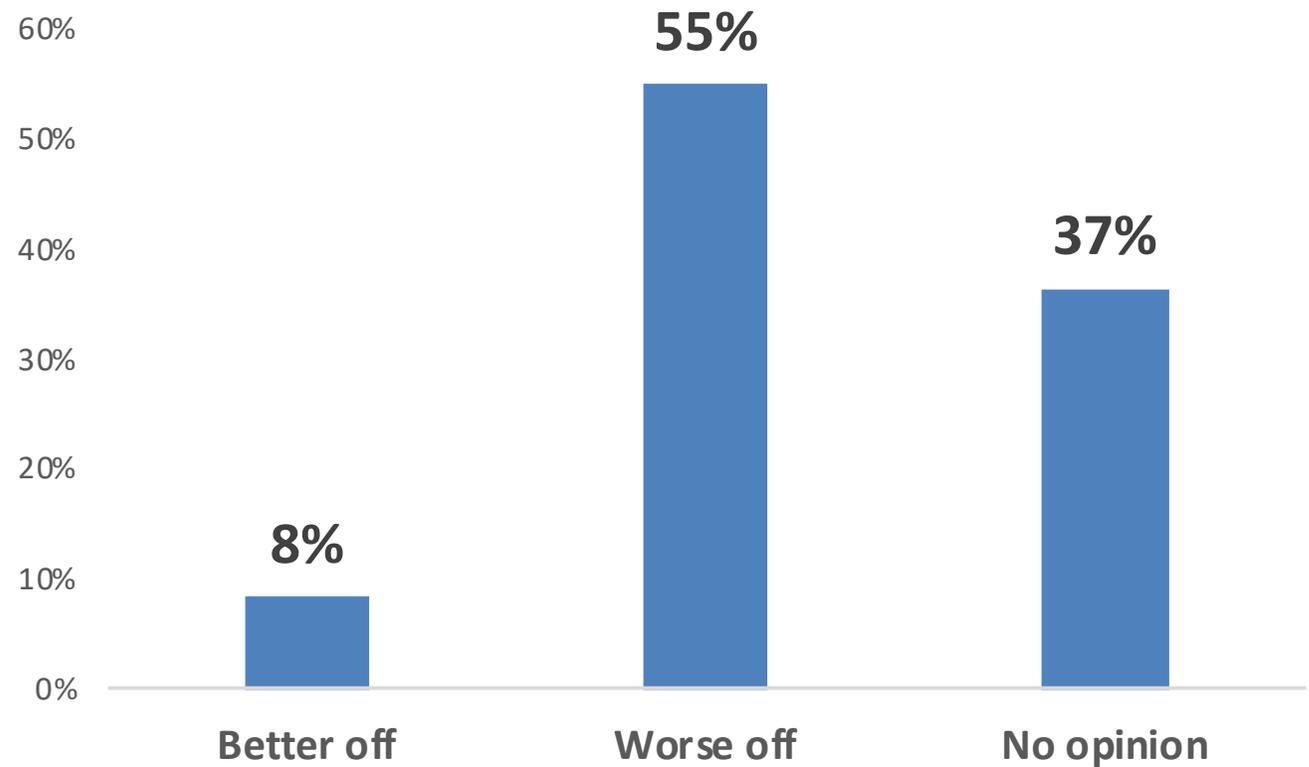


This trend is driven by **education level**.



Do you believe Americans who pay for their own health insurance are better off or worse off, compared to those who get their insurance through their employer?

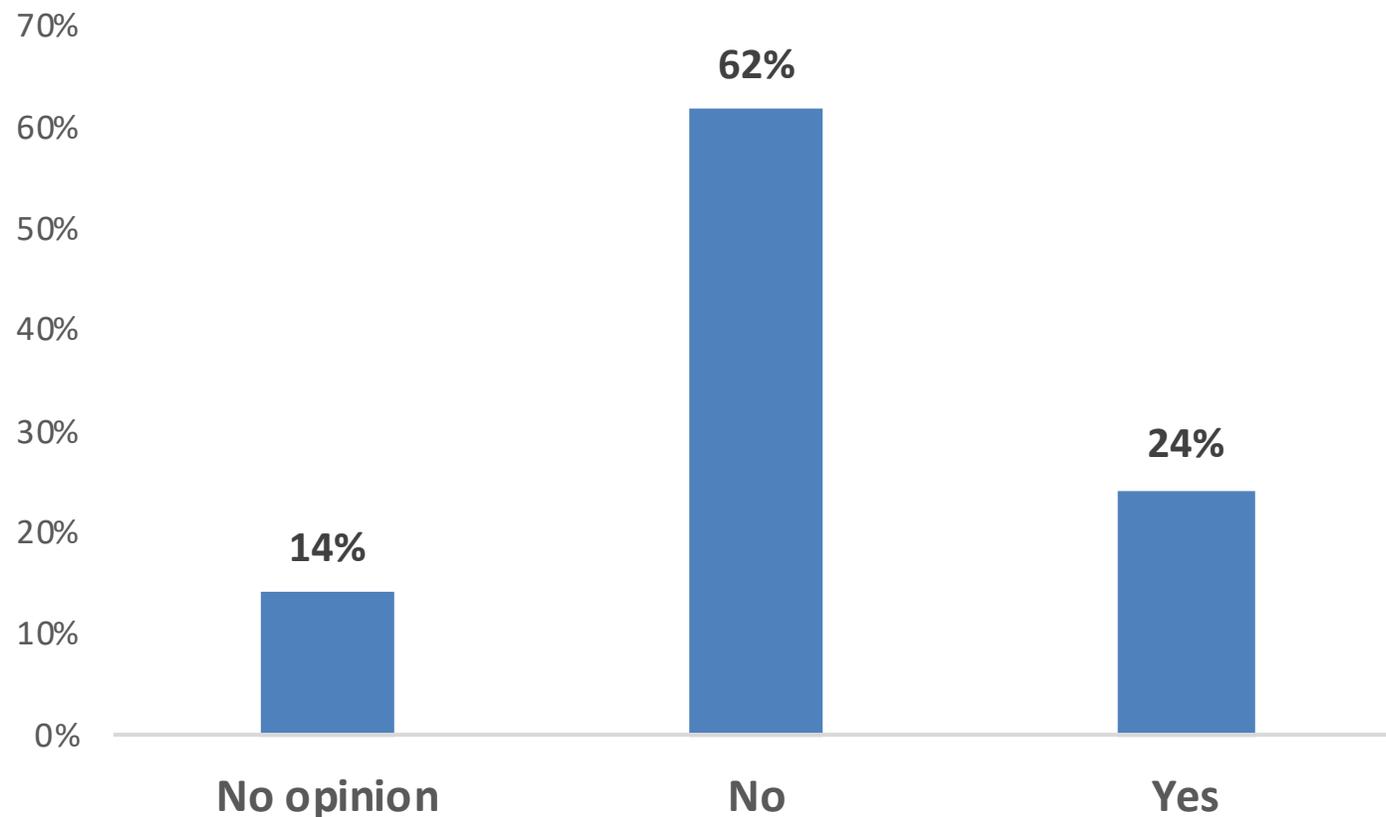
**55%** of Americans believe that those who pay for their own health insurance are **worse off** than those who receive insurance as a benefit from their employer.





Do you believe there should be tax penalties for people who refuse to purchase health insurance?

A majority of Americans believe you should **not face a penalty** for not having health insurance.



This finding is **equally strong** for people who buy their own insurance and get it as a benefit from an employer.

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