

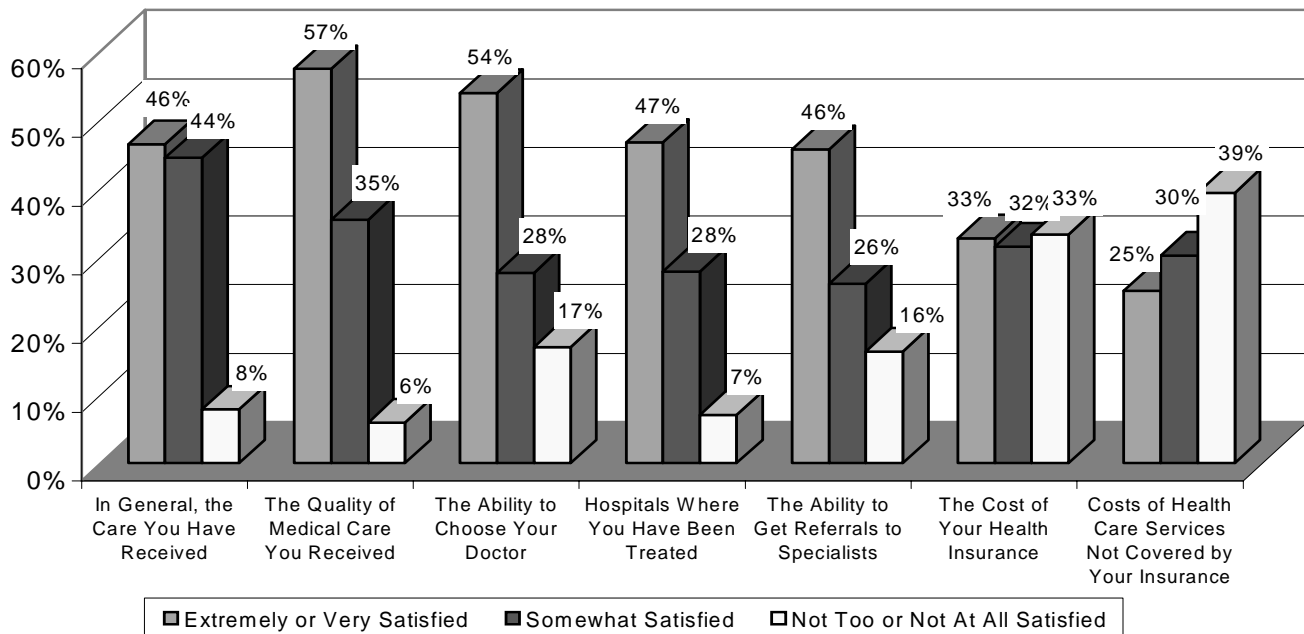
Satisfaction With Health Care and Health Plans

Satisfaction With Health Care Varies

Americans with employment-based health insurance who have received care in the past two years are satisfied with some aspects of health care and dissatisfied with others (chart 1).

- Forty-six percent were extremely or very satisfied with the health care they received in general.
- More than half were extremely or very satisfied with the quality of medical care they received and with their ability to choose their doctor (57 percent and 54 percent, respectively).
- One in 4 was not too or not at all satisfied with the costs of health care services not covered by insurance (39 percent), and one-third were not satisfied with the costs of their health insurance (33 percent).

Chart 1
Satisfaction With Health Care Received in Past Two Years

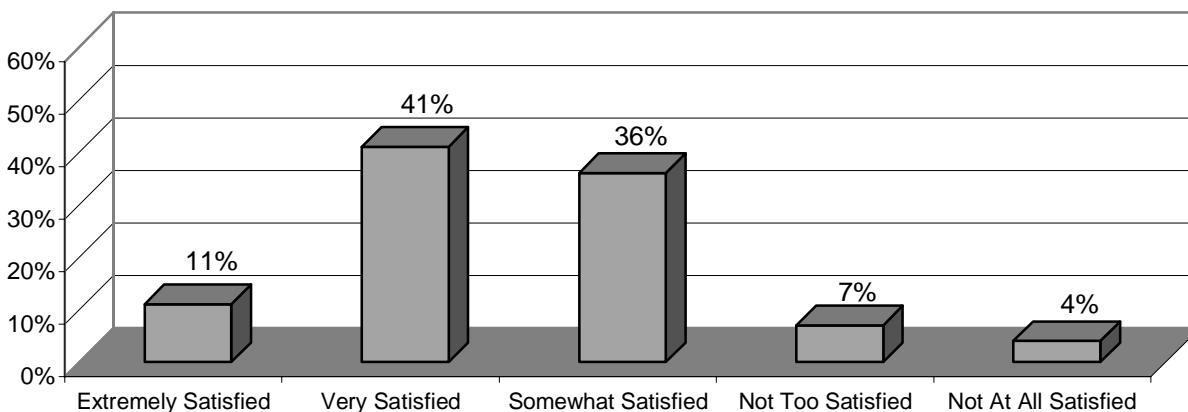


Most Are Satisfied With Their Health Plan

In general, most persons with employment-based coverage are satisfied with their health insurance (chart 2).

- Almost 9 out of 10 (88 percent) were extremely satisfied (11 percent), very satisfied (41 percent), or somewhat satisfied (36 percent) with their health plan.

Chart 2
Satisfaction With Health Plan

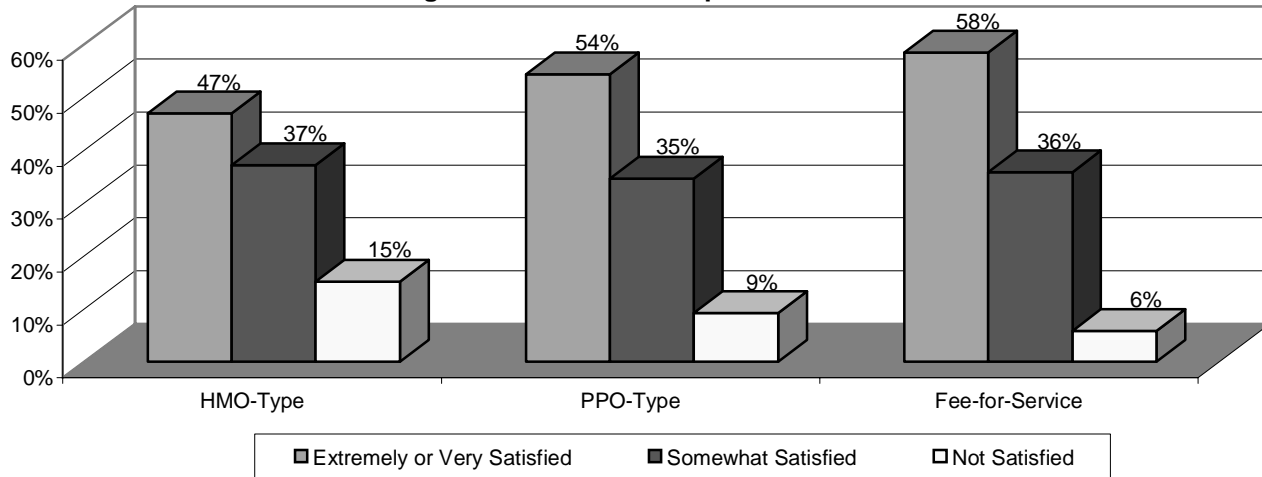


Satisfaction Slightly Lower Among Enrollees in Managed Care

Of those with employment-based coverage, persons in (more-restrictive) HMO-type plans (health maintenance organizations) are less likely than those in (less-restrictive) PPO-type plans (preferred provider organizations) or traditional fee-for-service insurance to be extremely or very satisfied with their health insurance (chart 3).

- Forty-seven percent of persons in HMO-type plans were extremely or very satisfied with their health plan, compared with 54 percent of PPO-type plan enrollees and 58 percent of fee-for-service enrollees.

Chart 3
Managed Care Enrollees Report Lower Satisfaction

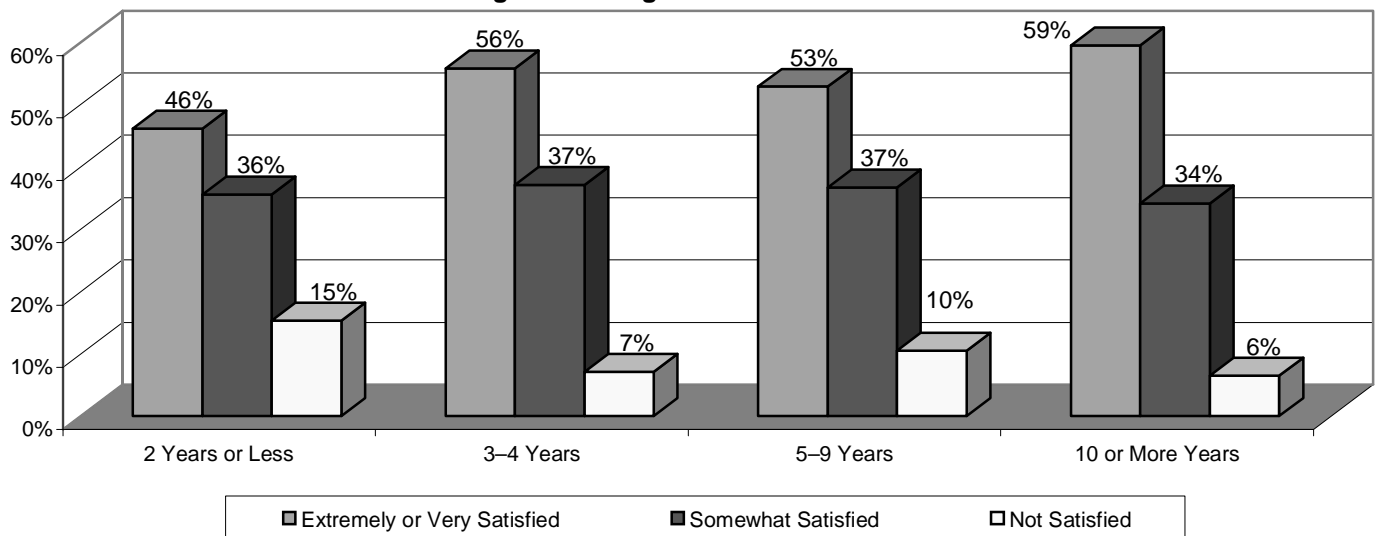


Satisfaction Varies by Length of Time in Plan

The longer individuals are enrolled in their health plans, the more satisfied they usually are with the plan (chart 4).

- Forty-six percent of persons with employment-based coverage who were enrolled in their health plan two years or less were either extremely or very satisfied, compared with 59 percent of those enrolled in their plan for 10 or more years.
- Fifteen percent of those enrolled two years or less were not too or not at all satisfied with their health plan, while only 6 percent of those enrolled for 10 or more years were not satisfied.

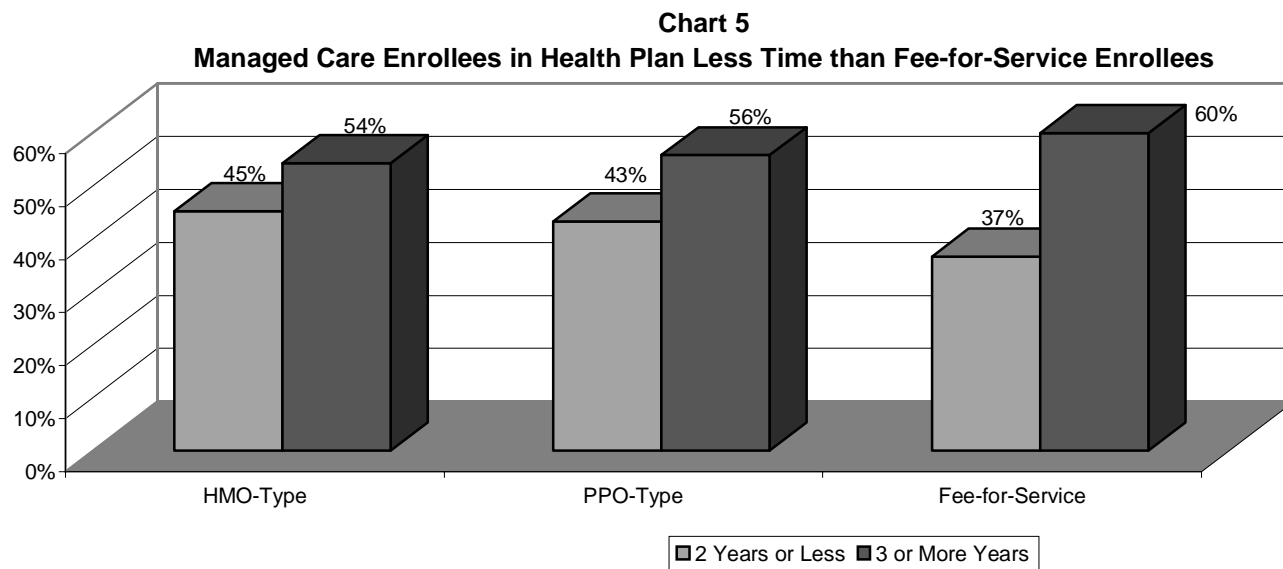
Chart 4
Satisfaction Levels Higher as Length of Time in Health Plan Increases



Length of Time in Plan Varies by Plan Type

Persons in managed care plans have been in those plans less time than persons in fee-for-service plans (chart 5). Since shorter-term enrollees report less satisfaction (see above section), this may help explain why managed care enrollees report less satisfaction than fee-for-service enrollees.

- Among those with employment-based coverage, 54 percent of HMO-type enrollees and 56 percent of PPO-type enrollees have been enrolled in their health plan for three or more years.
- Sixty percent of fee-for-service enrollees with employment-based coverage have been enrolled in their health plan for three or more years.



Note: Plan type is categorized by the number of managed care plan design features (out of a total of four) a respondent reports as describing his or her health plan. Individuals enrolled in plans with three or four plan design features are considered to be in HMO-type managed care plans; individuals enrolled in plans with one or two of these features are considered to be in PPO-type managed care plans; and individuals enrolled in plans with none of the four features are considered to be in traditional fee-for-service insurance plans.

Source: 2001 Health Confidence Survey.