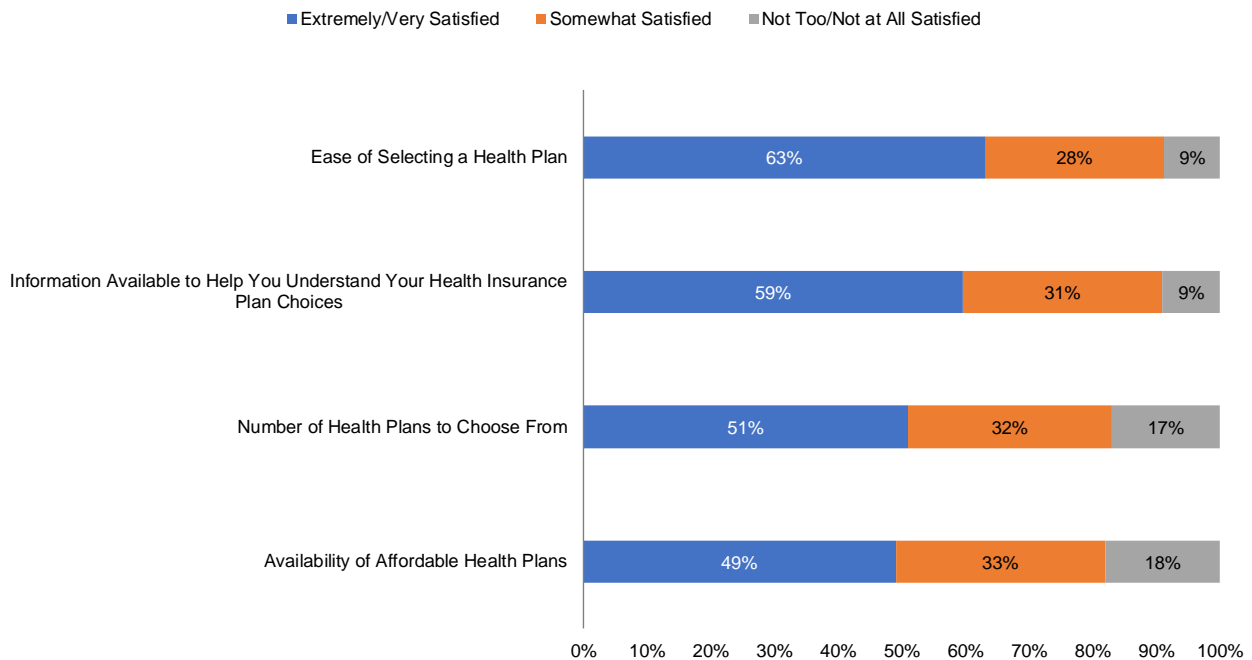


Satisfaction With Health Plan Selection Is High

The Employee Benefit Research Institute (EBRI) and Greenwald Research [Consumer Engagement in Health Care Survey](#) found that at least one-half of enrollees are satisfied with various aspects of health plan selection during open enrollment. About 90 percent were either extremely or very satisfied (63 percent) or somewhat satisfied (28 percent) with the ease of selecting a plan and were either extremely or very satisfied (59 percent) or somewhat satisfied (31 percent) with the information available to help understand health insurance plan choices.

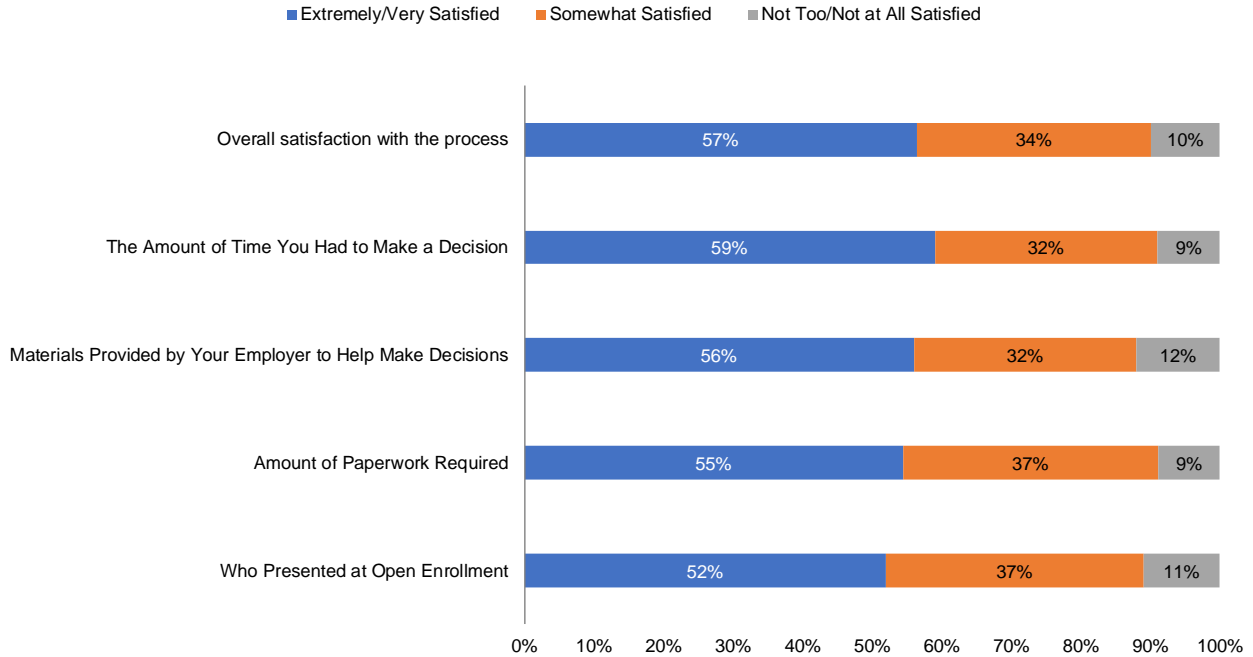
Figure 1
Satisfaction With Plan Selection Is High



Source: EBRI/Greenwald Research Consumer Engagement in Health Care Survey, 2023.

About 90 percent were extremely, very, or somewhat satisfied overall, with both the amount of time they had to make a decision and the amount of paperwork required.

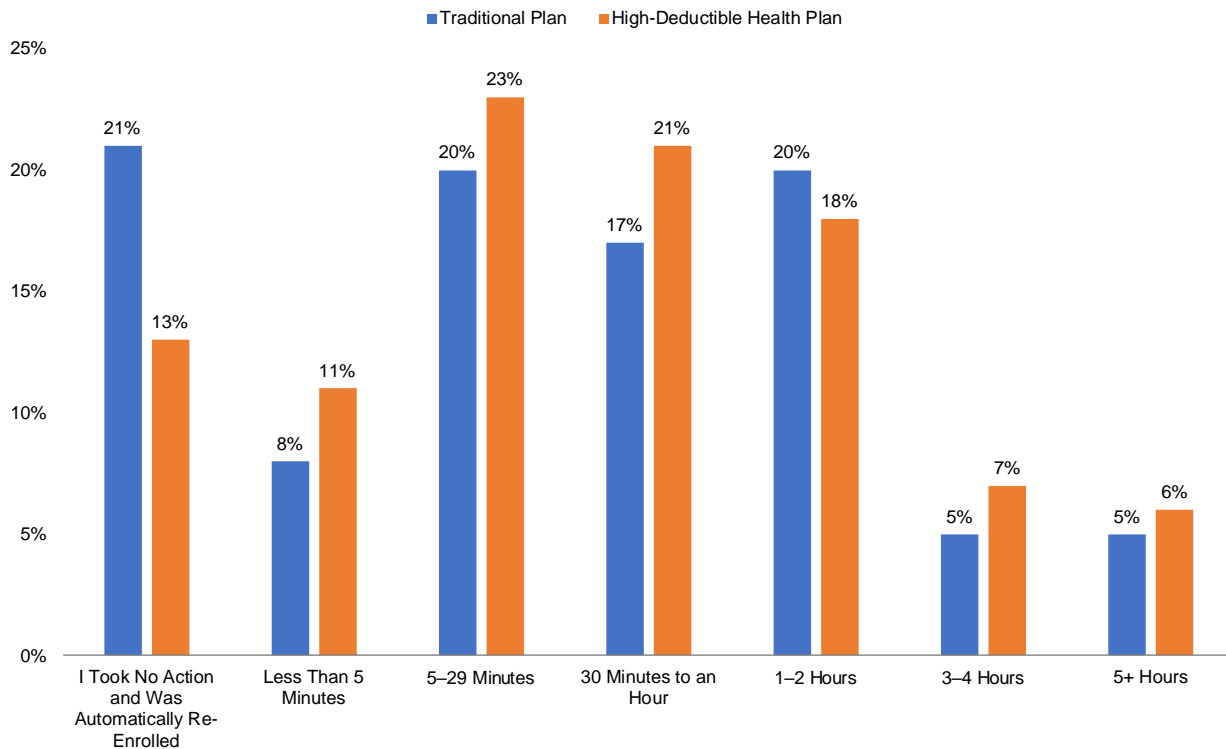
Figure 2
Satisfaction With Open Enrollment Is High



Source: EBRI/Greenwald Research Consumer Engagement in Health Care Survey, 2023.

High-deductible health plan (HDHP) enrollees spent more time than traditional plan enrollees choosing their health plan. Traditional plan enrollees were more likely to be automatically re-enrolled in their plan.

Figure 3
Time Spent Choosing a Plan



Source: EBRI/Greenwald Research Consumer Engagement in Health Care Survey, 2023.

More information about the EBRI/Greenwald Research Consumer Engagement in Health Care Survey can be found [online](#).

The 2023 Consumer Engagement in Health Care Survey is an online survey of 2,020 Americans ages 21-64 with private health insurance coverage. It was fielded between October and December 2023. The survey is made possible with funding support from the following organizations: Blue Cross Blue Shield Association, HealthEquity, Inspira Financial, Segal, TIAA, and Voya Financial.

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