

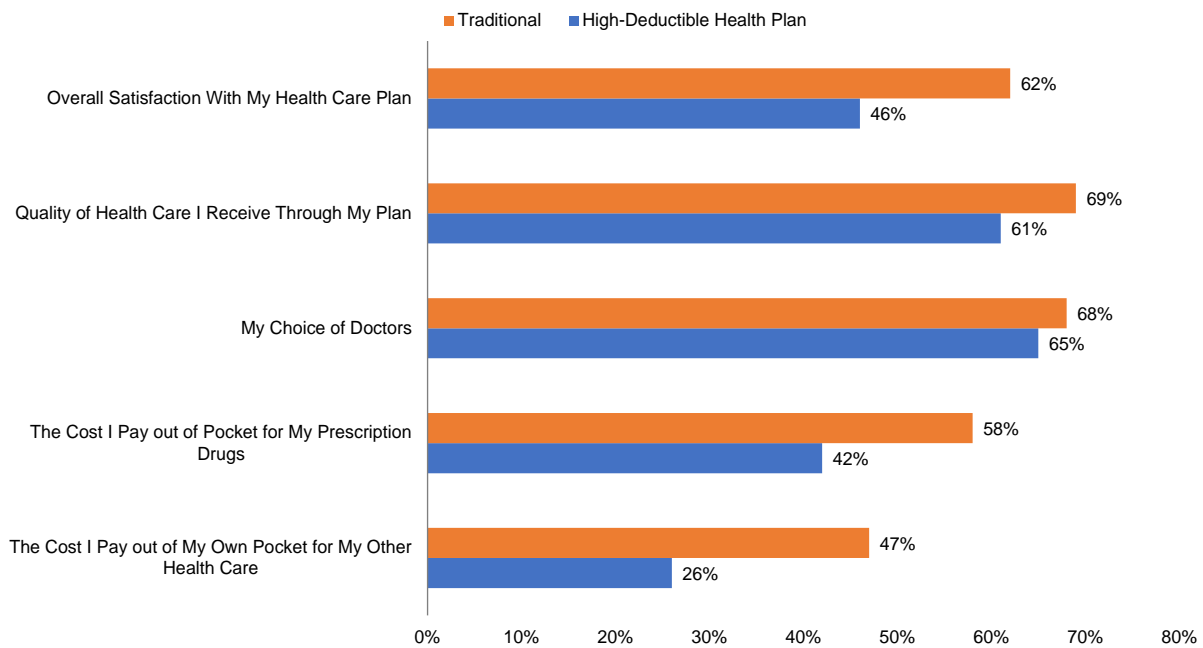
## Satisfaction With Various Aspects of Health Care Is High

According to findings of the Employee Benefit Research Institute (EBRI)/Greenwald Research [Consumer Engagement in Health Care Survey](#), most plan enrollees are satisfied with their health plan, but high-deductible health plan (HDHP) enrollees are less likely to be extremely or very satisfied than traditional plan enrollees.

HDHP and traditional plan enrollees are both satisfied with the quality of care received and choice of doctors.

Differences in overall satisfaction may be driven by cost sharing. HDHP enrollees are less likely than traditional plan enrollees to be extremely/very satisfied with out-of-pocket expenses for prescription drugs and other health care services.

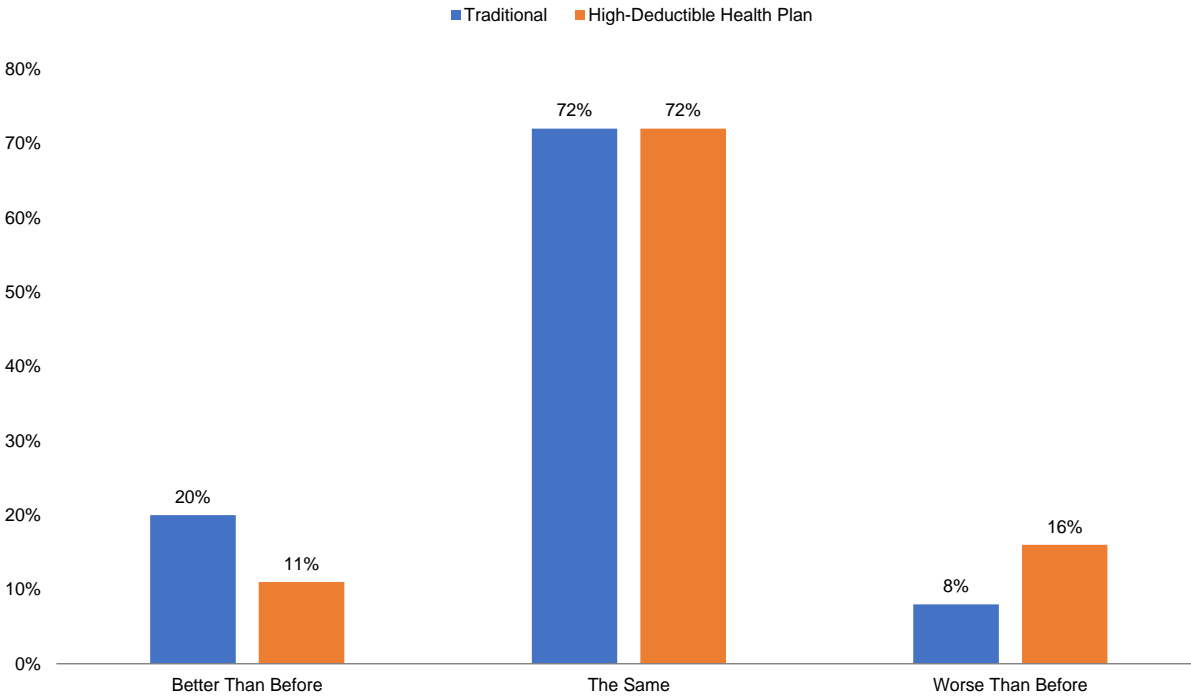
Figure 1  
**Cost Aspects Drive Differences in Satisfaction Between Traditional Plan and High-Deductible Health Plan Enrollees**



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

Most enrollees report that their health plan has not changed in the last two years, but 18 percent report that the plan is better than before, while 10 percent report that the plan is worse than before.

Figure 2  
**Most Enrollees Report That Their Health Plan Has Not Changed in Last 2 Years**



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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