

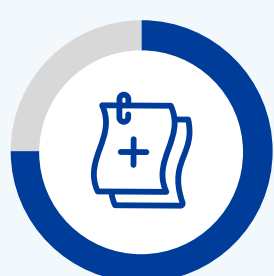
# 2019 UnitedHealthcare

## Consumer Sentiment Survey



The 4th-annual survey provides insights into Americans' health care knowledge, opinions and preferences. **Key findings include:**

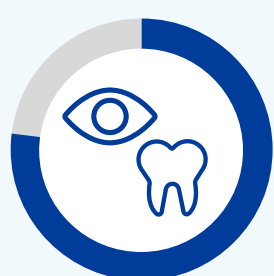
### Open Enrollment Preparedness



**75%** of respondents with health benefits said they are prepared to select their health plan during this year's open enrollment season.



**54%** of respondents said they check if their doctors are in-network for the health plan they intend to select.



**77%** of respondents with health benefits said having vision and dental benefit options is "important" during open enrollment.

### Technology & Transparency Trends



**39%** of respondents said they are interested in using telemedicine to access care.



**37%** of respondents had used the internet or a mobile app to comparison shop for health care during the last year.



**64%** of respondents who take prescription medications say they "never" know the price of the drug before leaving the doctor's office.



**45%** of respondents said they are interested in their health care provider using artificial intelligence to assist with the diagnosis and treatment.

**Source:** 2019 UnitedHealthcare Consumer Sentiment Survey.

Survey results are designed to reflect opinions of Americans based on probability sampling of 1,008 adults.

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