

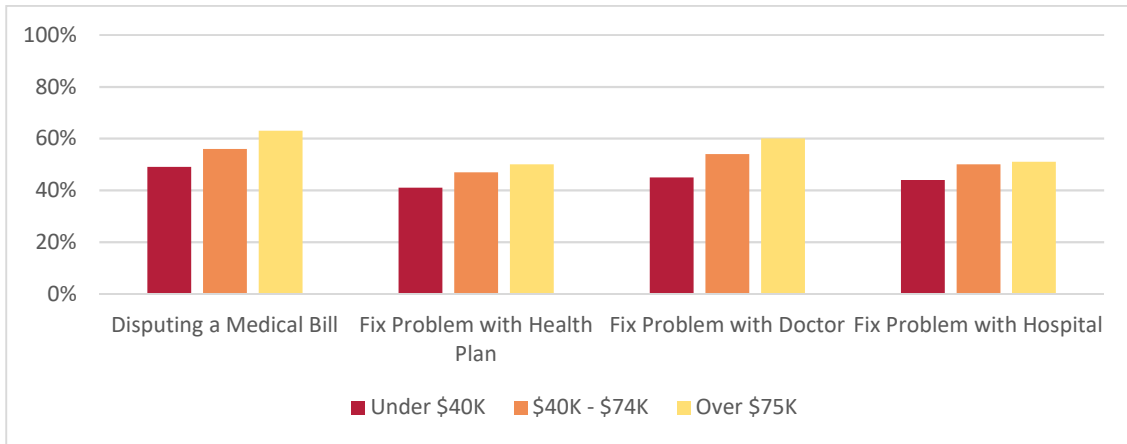


Difficulty Navigating Cost Obligations Adds to Healthcare Affordability Woes in Connecticut

CT residents show higher levels of confidence in obtaining care than in addressing cost issues such as disputing a medical bill or finding out the cost of a procedure ahead of time.

That confidence varies by income level

Among Connecticut Adults, by Income Percent “Very” or “Extremely Confident”



Terminology

- Most Connecticut residents chose the correct definition of the terms premium and deductible, but **less than 50%** chose the correct definition of the term coinsurance.

Surprise Medical Bills

- **39%** of CT adults with private insurance received a surprise medical bill in the past year
- Less than half of them (42%) reported that the bill was resolved to their satisfaction with lower income residents having the smallest rate of satisfaction and more likely to have their surprise bill unresolved

Resolution Satisfaction For Connecticut Privately Insured Adults

	Less than \$40K	\$40-\$74K	Over \$75K
<i>Issue was resolved to their satisfaction</i>	32%	39%	47%
<i>Issue was resolved but NOT to their satisfaction</i>	29%	28%	26%
<i>Issue is still not resolved</i>	29%	25%	22%

Source: 2018 Poll of Connecticut Adults, Ages 18+, Altarum Healthcare Value Hub's Consumer Healthcare Experience State Survey