STILL SEARCHING

How People Use Health Care Price Information in the United States

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Methodology

- N=2,062 U.S. adults
- N=802 adults in New York State
- N=808 adults in Texas
- N=819 adults in Florida
- N=826 adults in New Hampshire
- 40% phone (including cell) and 60% online
- Phone and online data combined using propensity score matching
- Fielded July to September 2016
- Focus groups in Texas and New Hampshire
Fifty percent of Americans have tried to find out how much their health care would cost them before receiving care.

Among Americans who had not tried to find price information before getting care, 57% say they would like to know the prices of medical services in advance.

Base: All respondents: National, N = 2,062; New York, N = 802; Texas, N = 808; Florida, N = 819; New Hampshire, N = 826.
New York State residents turn to the following sources for price information:

Percent who say they have tried to find price information before getting care, from the following sources:

<table>
<thead>
<tr>
<th>Source</th>
<th>New York</th>
<th>National</th>
</tr>
</thead>
<tbody>
<tr>
<td>Their insurance company, by phone or web</td>
<td>50%</td>
<td>48%</td>
</tr>
<tr>
<td>A friend, relative or colleague</td>
<td>49%**</td>
<td>55%**</td>
</tr>
<tr>
<td>A receptionist or other doctor’s office staff</td>
<td>49%</td>
<td>45%</td>
</tr>
<tr>
<td>Their doctor</td>
<td>44%</td>
<td>46%</td>
</tr>
<tr>
<td>The internet, other than their insurance company’s website</td>
<td>18%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Base: Have tried to find out prices for medical care in advance at least once: National, n = 1,019; New York State, n = 382.

*Base: Have tried to find out prices for medical care in advance at least once and currently or ever insured: National, n = 997; New York State, n = 376.

While most group estimates are not statistically different, ** indicates those that are statistically different at the p < .05 level.
One in five New York State residents have tried to compare prices across multiple providers before getting care.

Percent who say they have done one of the following before getting care:

- Tried to compare multiple providers' prices
- Tried to check one provider’s price
- Have not tried to find price information

**New York**
- 20% Tried to compare multiple providers' prices
- 26% Tried to check one provider’s price
- 2%† Have not tried to find price information
- 52% Total

**National**
- 20% Tried to compare multiple providers' prices
- 28% Tried to check one provider’s price
- 2%† Have not tried to find price information
- 50% Total

Base: All respondents. National, N = 2,062; New York State, N = 802.

Indicates people who report having tried to find price information before getting care but answer “don’t know” or refuse to answer when asked whether they have tried to compare prices across multiple providers or not.
Of New York State residents who have tried to compare prices, more than half report saving money.

Percent who say they saved money when they have tried to find price information before getting care:

- **New York**: 59%
  - People who have tried to compare multiple providers’ prices
  - People who have tried to check one provider’s price: 22%

- **National**: 53%
  - People who have tried to compare multiple providers’ prices
  - People who have tried to check one provider’s price: 28%

*Base: Have tried to find out price information at least once before getting care: National, n = 1,019; New York State, n = 382. Group estimates are statistically different from each other at the p < .05 level.*
Most Americans don’t think saving money on health care means skimping on quality.

Percent who say yes, no or don’t know to the following question:

Would you say higher prices are typically a sign of better quality medical care, or not?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>New York</td>
<td>20%</td>
<td>68%</td>
<td>13%</td>
</tr>
<tr>
<td>National</td>
<td>17%</td>
<td>70%</td>
<td>14%</td>
</tr>
</tbody>
</table>

Base: Random quarter: National, n = 529; New York, n = 211.

* Indicates state estimate is statistically different from the national estimate at the p < .05 level.

Numbers may not add up to 100 percent due to rounding and the less than one percent of respondents who refused the question and are not represented in the chart.
Awareness of price variation is limited.

Percent who say they think the following about doctors in their insurance networks or in their areas:

- 44% Some change more than others for the same services
- 33% They charge pretty much the same prices for the same services
- 22% Don't know


Percent who say they think the following about hospitals in their insurance networks or in their areas:

- 42% Some change more than others for the same services
- 32% They charge pretty much the same prices for the same services
- 25% Don't know


Numbers may not add up to 100 percent due to rounding and the less than one percent of respondents who refused the question and are not represented in the charts.
65% of New York State residents say there is not enough health care price information.
Most favor doctors and their staffs discussing prices with patients. Fewer report that a doctor has brought up price in conversation with them.

Percent who say it is or is not a good idea for doctors and their staffs to discuss prices with patients before ordering or doing tests, procedures or referrals, or that they do not know:

- Yes, I think it’s a good idea: 66%
- No, I don’t think it’s a good idea: 13%
- Don’t know: 21%

Base: Random half: All respondents: New York State, N = 802.

Percent who say a doctor or their staff has or has not brought up in conversation with them the price of a test, procedure or referral, or that they do not know:

- They have: 24%
- They have not: 72%
- Don’t know: 3%

Base: Random half: All respondents: New York State, N = 802.

Numbers may not add up to 100 percent due to rounding and the less than one percent of respondents who refused the question and are not represented in the charts.
Many say it is important for their state governments to provide price information.

Base: All respondents: National, N = 2,062; New York, N = 802; Texas, N = 808; Florida, N = 819; New Hampshire, N = 826.
Few people have heard of their states’ price information website.

Percent who say they have heard of their states’ price information website, they have not heard of them or they are not sure:

<table>
<thead>
<tr>
<th></th>
<th>Have heard of it</th>
<th>Have not heard of it</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>National (only states with state-run websites)*</td>
<td>17%</td>
<td>76%</td>
<td>7%</td>
</tr>
<tr>
<td>Florida</td>
<td>23%**</td>
<td>73%**</td>
<td>6%</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>18%</td>
<td>76%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Base: All respondents: Florida, N = 819; New Hampshire, N = 826.

*Base: Live in one of the 21 states with state-run websites: National: n = 967.

** Indicates state estimate is statistically different from the national estimate and from the other state estimate at the p < .05 level

Numbers may not add up to 100 percent due to rounding and the less than one percent of respondents who refused the question and are not represented in the chart.
Questions and to receive forthcoming research

Questions?
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