

The Pandemic's Impact on Americans' Relationship with Their Healthcare Benefits

A survey conducted with American healthcare consumers in June 2020 detected profound shifts in the way they view their healthcare benefits as a result of the pandemic.

41%

appreciate their benefits more now.



56%

are now somewhat or very likely to start an emergency savings fund or set aside money in an emergency savings fund.



23%

are contributing more to their HSA.



44%

have delayed healthcare services, treatments and/or procedures for "fear of catching COVID-19."



44%

have changed their thinking on telemedicine.



35%

have changed their thinking on their ability to manage healthcare online.



40%

say they or someone in their household has participated in a telemedicine appointment during the outbreak.

