

Results from a Statewide Survey

How Coloradans Feel about Affordability and Healthcare Reform

CONDUCTED FOR THE ROBERT WOOD JOHNSON FOUNDATION
PREPARED BY PERRYUNDEM

MARCH 2022

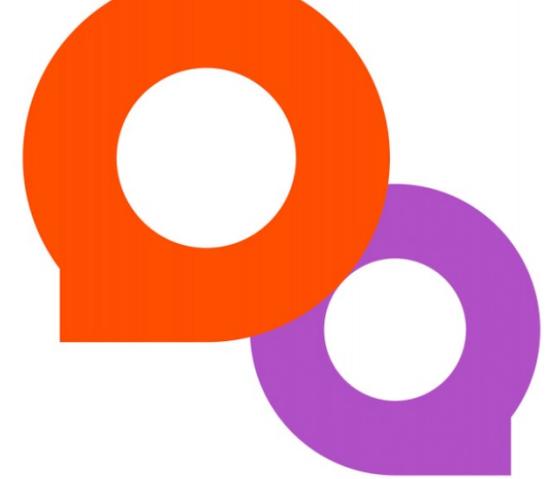


Methods.

The non-partisan research firm PerryUndem developed the survey, in conjunction with Betty & Smith, for the Robert Wood Johnson Foundation and state partners. The 18-minute survey was conducted by telephone (cell and landline) January 12th to 31st, 2022, using Braun Research, Inc.

The survey included n = 872 Coloradans 18 and older and included oversamples of Black (n = 240) and Latino / Hispanic (n = 201) adults to ensure their views were included.

The margin of sampling error for total results: ± 3.3 percentage points.



Key Findings.

1.

Nearly 1 in 2 Coloradans say they have put off a recommended medical procedure or treatment.

- Two-thirds of Coloradans (66%) aren't very confident they can pay for usual healthcare services. Younger adults, Latino / Hispanic adults, and people with low-incomes are among the most worried about paying for care.
- 6 in 10 (60%) do not think their healthcare costs are "very affordable". Coloradans cite many things about healthcare costs as unaffordable, especially ER and hospital bills (37%), surprise/unexpected bills (31%), and deductibles (30%).
- Nearly half of Coloradans (45%) have put off a recommended medical procedure or treatment because an insurance company denied it, was too unaffordable, or they couldn't get services where they lived.
- 4 in 10 Coloradans (42%) have appealed or fought a bill.

Key Findings.

2.

Most see inequity in the healthcare system and agree some people face more barriers to care.

- 6 in 10 (62%) feel that systemic racism is a problem in the US healthcare system. Young adults, Black adults, Latino / Hispanic adults, Democrats, and women are more likely to feel it is a problem.
- 3 in 4 Coloradans (73%) say that some people face more barriers to getting high quality care in the US health system.
- 87% of Coloradans feel that healthcare needs to be affordable to everyone, not just some people.
- 80% of Coloradans agree that someone's background – income, gender, sex, language they speak, or immigration status – should not make it harder to get quality healthcare. And, 61% think that everyone, regardless of immigration status, should be able to get affordable healthcare coverage in the state.

Key Findings.

3.

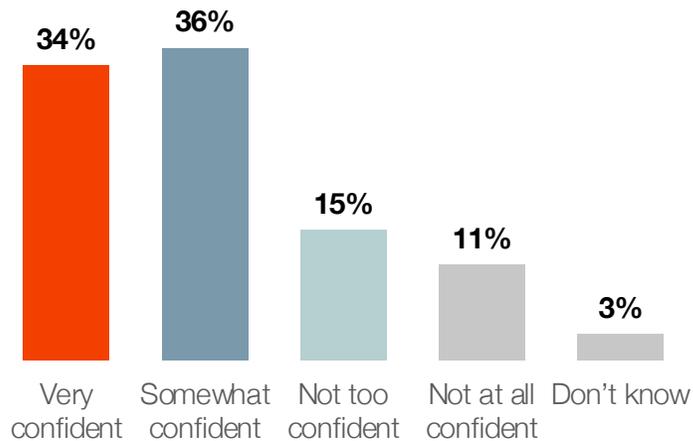
Coloradans want big, fundamental changes from the government on healthcare.

- 6 in 10 (59%) want big, fundamental changes to the health system. Another 29% want smaller, modest changes.
- When asked about who's to blame for high costs, Coloradans say the federal government, health insurance companies, drug companies, and Wall Street firms share the blame. But, when asked about who has the most responsibility to fix rising costs, a majority look to the government.
- 7 in 10 (70%) think non-profit hospitals have a responsibility to give back to the community through things such as charitable care programs and funding for increased access to healthy food and affordable housing.
- When asked about specific reforms, majorities support several policies. This includes requiring insurance companies to lower the costs for prescription drugs (82%), limiting what hospitals can charge (80%), eliminating or capping deductibles (79%), lowering premiums via tax credits (77%), Medicare-for-all (58%), and expanding Medicaid for immigrants and non-citizens (53%).

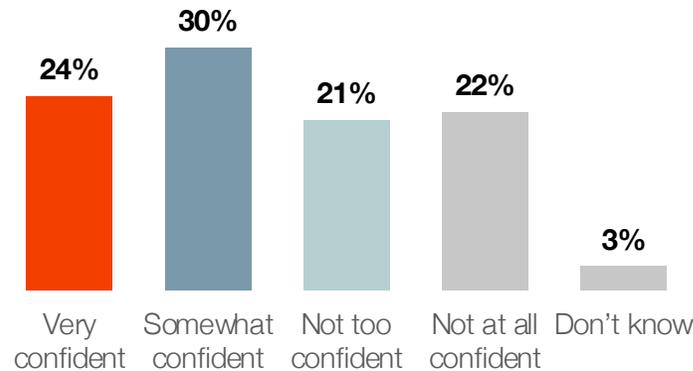
Detailed Findings.

Two-thirds of Coloradans express uncertainty about paying for usual healthcare services; nearly 8 in 10 aren't very confident about paying for costs related to a major illness or injury.

Q: Generally speaking, how confident are you that you have enough money or health insurance to pay the medical costs for the USUAL healthcare services that you or your family require?



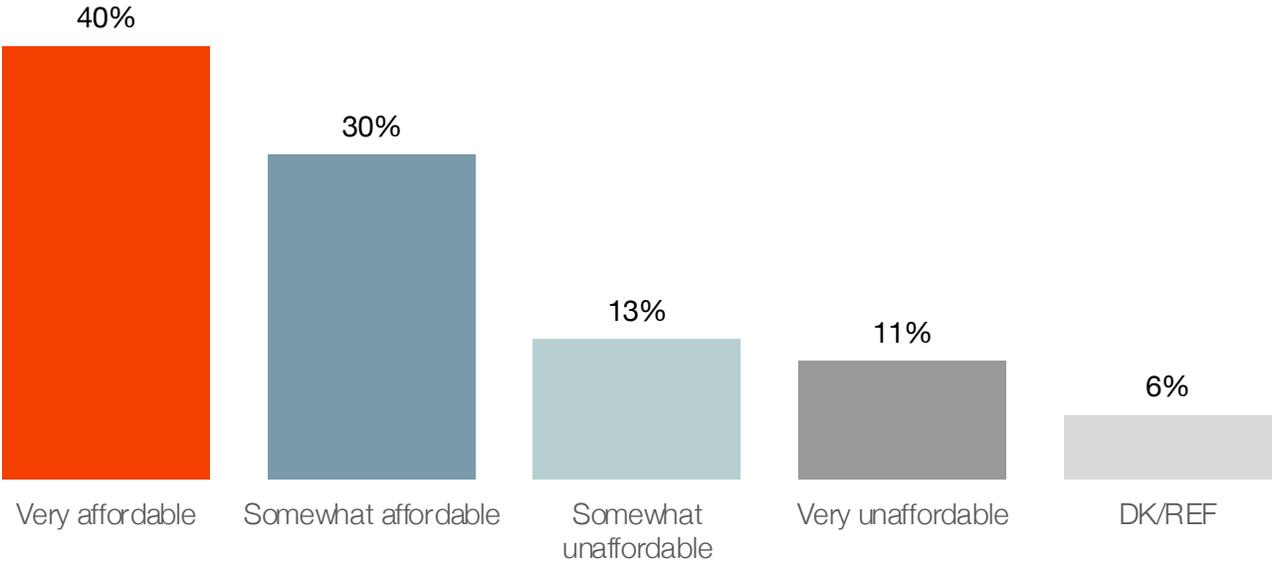
Q: How confident are you that you have enough money or health insurance to pay the medical costs if you or a family member contracted a major illness or injury?



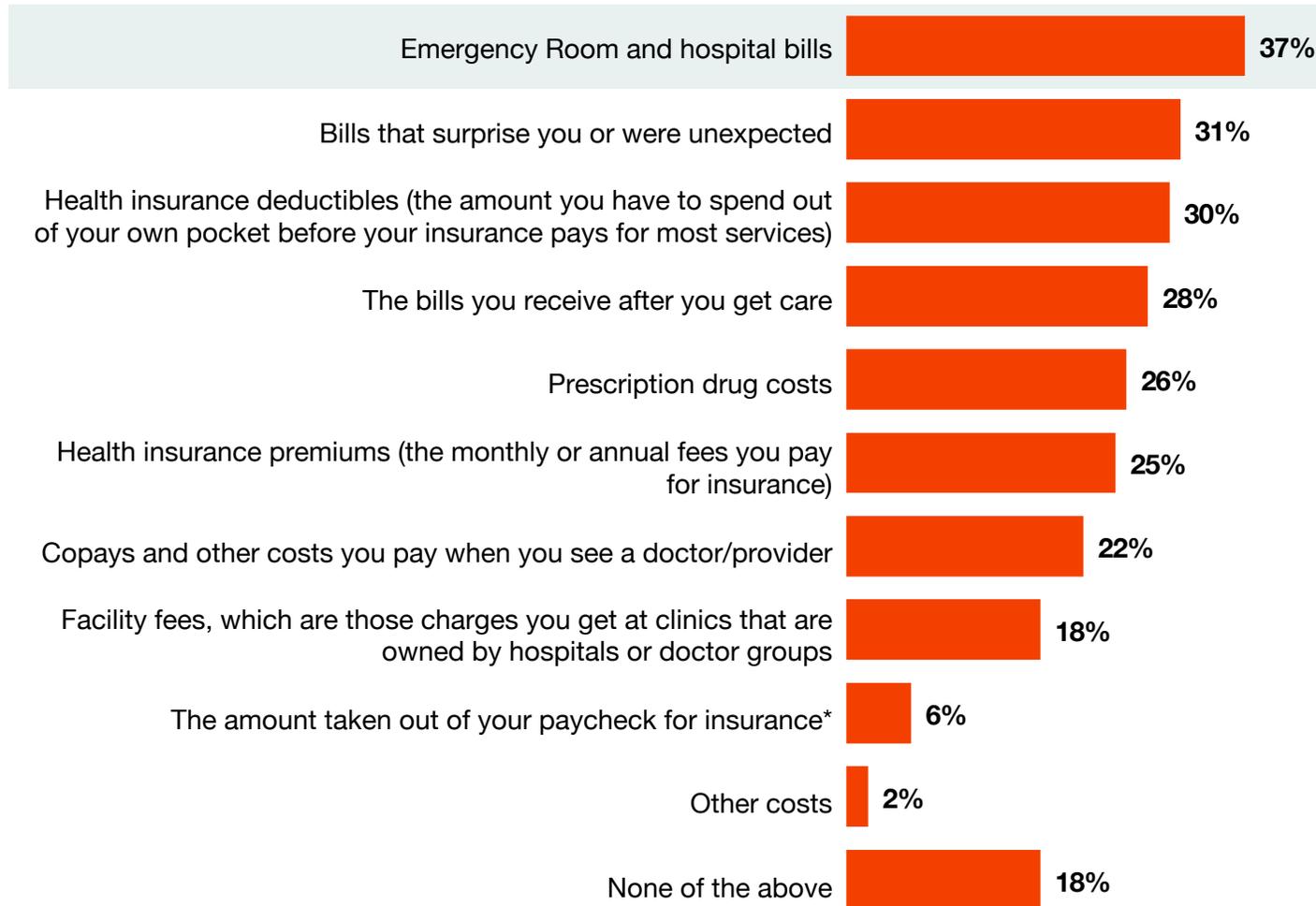
	USUAL SERVICES	MAJOR ILLNESS/INJURY
% NOT VERY CONFIDENT	66%	76%
Women	69%	77%
Men	62%	74%
18 to 34	74%	83%
35 to 54	65%	75%
55 to 64	71%	83%
65+	49%	59%
Black	67%	79%
Latino/Hispanic	78%	85%
White	63%	75%
Less than \$30K	75%	77%
\$30K to \$50K	79%	83%
\$50K to \$75K	67%	76%
\$75K to \$100K	56%	66%
\$100K or more	51%	76%
Plan through employer	63%	82%
Medicare	57%	63%
Medicaid	66%	71%

Most Coloradans do not think their healthcare costs are “very affordable”.

Q: Now think about everything you pay for healthcare. This includes your health insurance costs (premiums, deductibles), prescription drug costs, the costs you pay when you see a doctor or go to the hospital emergency room, the amount taken from your paycheck if your employer pays for your healthcare, and other similar costs. Is what you pay for healthcare affordable or unaffordable to you?



Q: Which healthcare costs are most unaffordable to you? Choose all the apply.

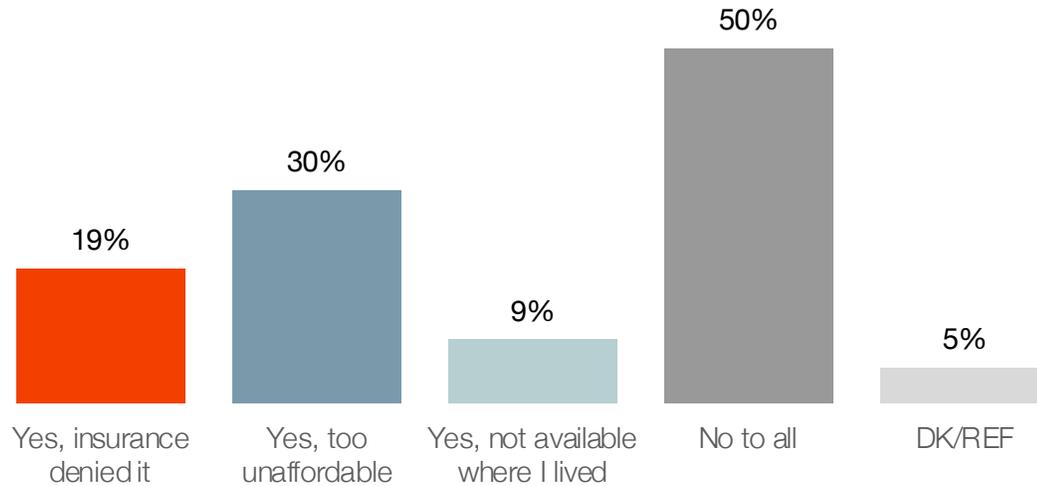


A variety of healthcare costs are unaffordable for Colorado adults.

*Only asked of those with employer coverage (N=320)

Nearly half of Coloradans have put off a recommended medical treatment / procedure because it was denied by insurance, it was unaffordable, or the services weren't available where they lived.

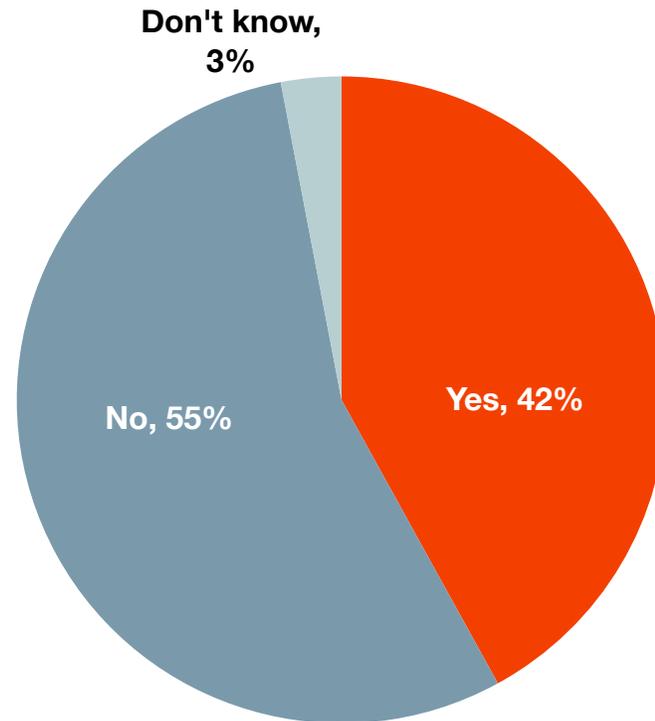
Q: Have you ever decided not to get a recommended medical treatment or procedure because your insurance said they would not cover it, it was too unaffordable, or it wasn't available near where you lived? Choose any that apply.



% Yes to any	45%
Women	53%
Men	37%
18 to 34	55%
35 to 54	48%
55 to 64	48%
65+	23%
Black	54%
Latino/Hispanic	62%
White	42%
Less than \$30K	48%
\$30K to \$50K	54%
\$50K to \$75K	39%
\$75K to \$100K	42%
\$100K or more	39%
Democrats	49%
Independents	46%
Republicans	41%
Plan through employer	46%
Medicare	35%
Medicaid	53%

4 in 10 Coloradans have appealed or questioned a bill.

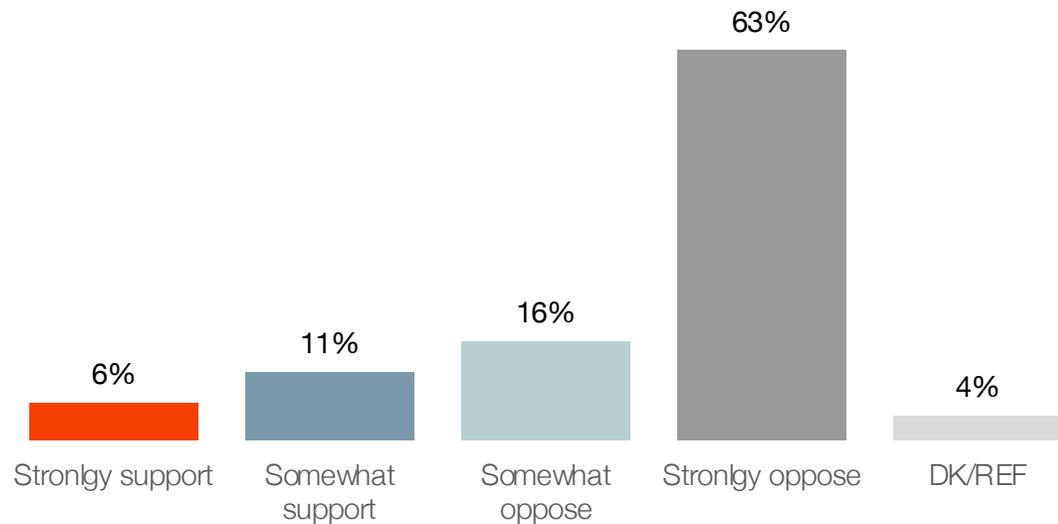
Q: Have you ever appealed, questioned, or fought a healthcare bill you received?



% Yes	42%
Women	46%
Men	38%
18 to 34	28%
35 to 54	46%
55 to 64	59%
65+	41%
Black	39%
Latino/Hispanic	30%
White	45%
Less than \$30K	31%
\$30K to \$50K	38%
\$50K to \$75K	40%
\$75K to \$100K	45%
\$100K or more	56%
Democrats	39%
Independents	43%
Republicans	48%
Plan through employer	56%
Medicare	54%
Medicaid	42%

Most Coloradans oppose hospitals having the ability to put liens on people's houses and garnish their wages if they do not pay their hospital bills.

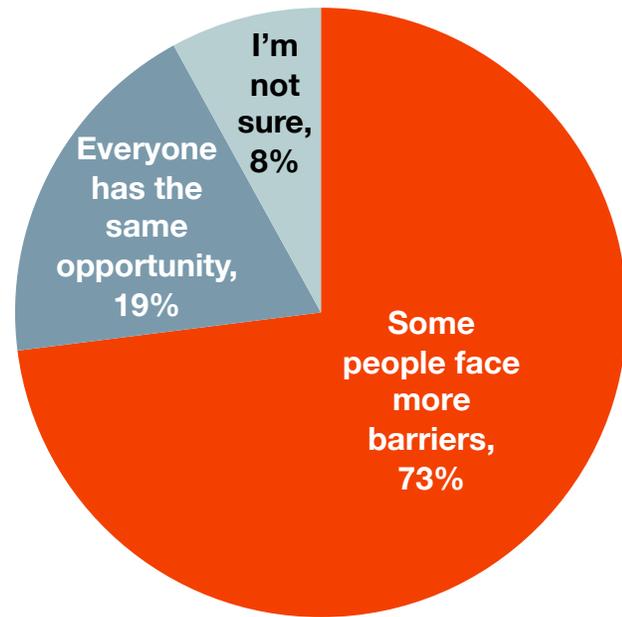
Q: Some hospitals in Colorado are using collection agencies that put liens on people's houses and garnish their wages if they do not pay their bills following a hospital stay. Do you support or oppose hospitals having the ability to put liens on people's homes and garnish their wages to collect payment? Is that strongly or somewhat?



	Strongly oppose	Oppose
Total	63%	79%
Women	65%	83%
Men	62%	76%
18 to 34	52%	77%
35 to 44	68%	81%
55 to 64	72%	84%
65+	65%	78%
Black	65%	80%
Latino/Hispanic	66%	82%
White	63%	79%
Less than \$30K	63%	85%
\$30K to \$50K	63%	81%
\$50K to \$75K	60%	72%
\$75K to \$100K	65%	78%
\$100K or more	64%	79%
Democrats	72%	84%
Independents	62%	81%
Republicans	63%	76%
Plan through employer	62%	79%
Medicare	67%	81%
Medicaid	70%	84%

7 in 10 Coloradans say some people face more barriers to getting high quality care in the US healthcare system.

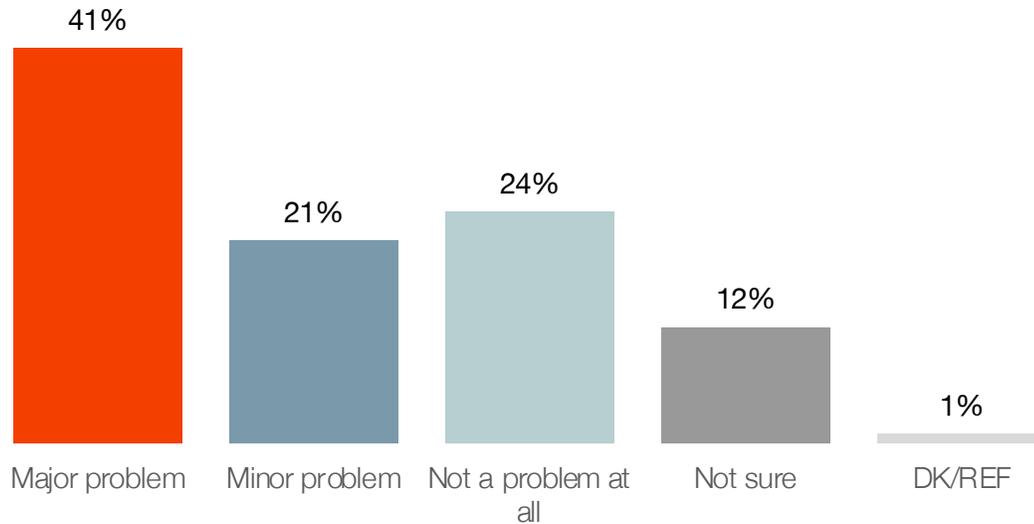
Q: In America, do you think some people face more barriers to getting high quality healthcare in the US healthcare system or do you think everyone generally has the same opportunity to get high quality care in the US healthcare system?



Demographic	% Some people face more barriers
Women	78%
Men	68%
18 to 34	79%
35 to 44	72%
55 to 64	72%
65+	69%
Black	81%
Latino/Hispanic	74%
White	73%
Less than \$30K	75%
\$30K to \$50K	79%
\$50K to \$75K	72%
\$75K to \$100K	74%
\$100K or more	76%
Democrats	89%
Independents	72%
Republicans	66%
Plan through employer	75%
Medicare	69%
Medicaid	80%

6 in 10 Coloradans say systemic racism is a problem in the US healthcare system.

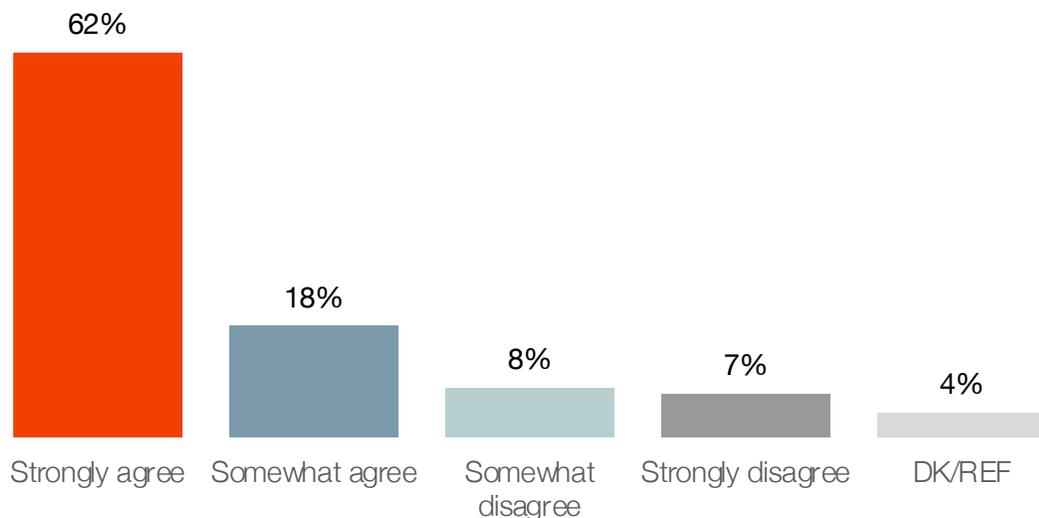
Q: Do you think systemic racism is a major problem, a minor problem, or not a problem at all in the US healthcare system?



	Major problem	Major / minor problem
Total	41%	62%
Women	48%	69%
Men	33%	55%
18 to 34	48%	74%
35 to 44	37%	54%
55 to 64	35%	56%
65+	41%	65%
Black	55%	78%
Latino/Hispanic	57%	75%
White	38%	61%
Less than \$30K	50%	66%
\$30K to \$50K	39%	61%
\$50K to \$75K	40%	69%
\$75K to \$100K	39%	57%
\$100K or more	40%	61%
Democrats	72%	87%
Independents	36%	61%
Republicans	21%	43%
Plan through employer	42%	63%
Medicare	39%	63%
Medicaid	49%	70%

8 in 10 Coloradans agree someone's background should not make it harder to get quality healthcare.

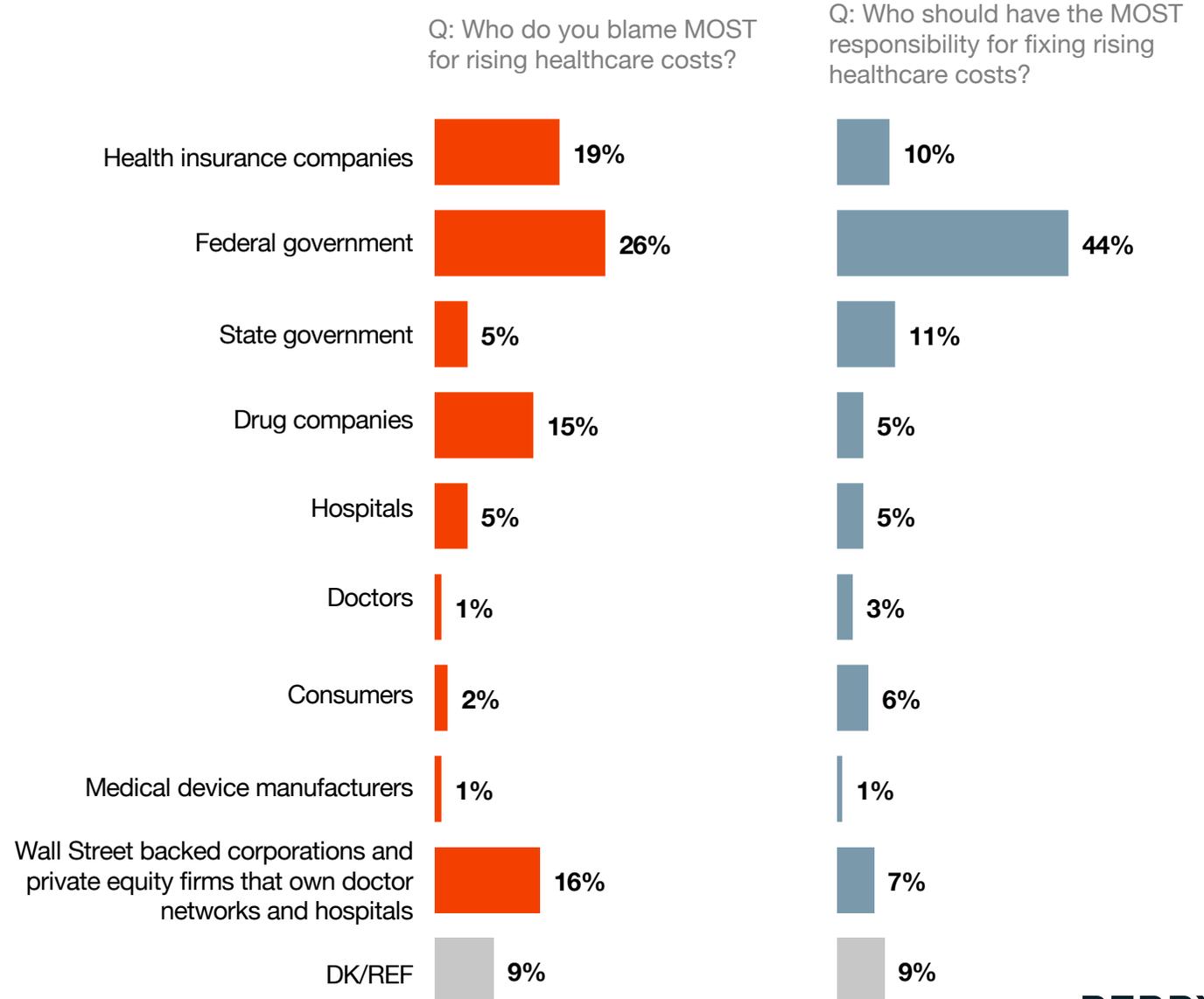
Q: How much do you agree or disagree with the following statement? People's background – their income, gender, sex, race, the language they speak, or immigration status – should not make it harder to get quality healthcare in the US health system



	Strongly agree	Agree
Total	62%	80%
Women	67%	84%
Men	57%	76%
18 to 34	73%	83%
35 to 44	57%	79%
55 to 64	56%	78%
65+	60%	79%
Black	70%	80%
Latino/Hispanic	68%	81%
White	61%	80%
Less than \$30K	64%	80%
\$30K to \$50K	59%	75%
\$50K to \$75K	72%	89%
\$75K to \$100K	56%	81%
\$100K or more	64%	78%
Democrats	84%	93%
Independents	61%	81%
Republicans	48%	69%
Plan through employer	68%	83%
Medicare	57%	76%
Medicaid	74%	86%

Coloradans split blame for high costs between the federal government, drug companies, health insurance companies, and Wall Street firms.

But they are most likely to look to the federal government to fix costs.



6 in 10 Coloradans want big, fundamental changes to the healthcare system.

Q: How much change, if any, do you want in our healthcare system in order to bring down healthcare costs?

59%

Big, fundamental changes to the health system

Democrats	78%
Independents	56%
Republicans	48%

Black	64%
Latino / Hispanic	59%
White	59%

29%

Smaller, modest changes to the health system

Democrats	17%
Independents	31%
Republicans	39%

Black	23%
Latino / Hispanic	25%
White	30%

8%

No changes, the system works for me the way it is

Democrats	4%
Independents	9%
Republicans	8%

Black	10%
Latino / Hispanic	11%
White	7%

* 5% of respondents say they didn't know or refused to answer the question.

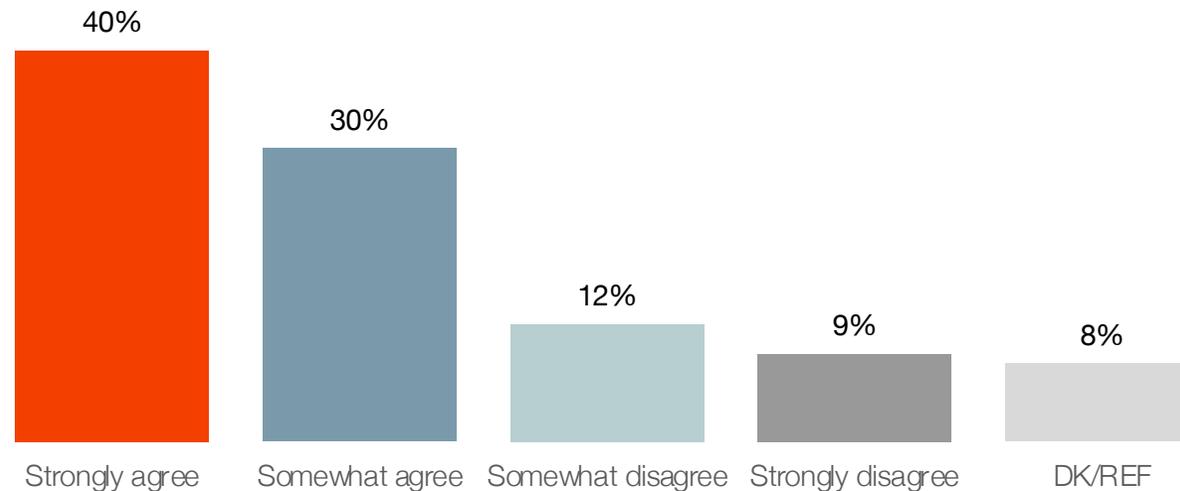
Majorities support different ideas to bring down health costs.

Q: Here are ideas that some people have proposed to bring down healthcare costs. Please indicate how much you support or oppose each idea.

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	DK/REF
Require insurance companies to lower the out-of-pocket costs that Colorado residents have to pay for prescription drugs.	57%	25%	9%	4%	4%
Put limits on the prices that hospitals can charge for services.	57%	23%	10%	7%	3%
Eliminate or cap health insurance deductibles and co-payments so that Coloradans don't have to pay more to use their health insurance.	47%	32%	10%	6%	5%
Lower health insurance premiums for middle-class families by giving them tax credits or subsidies so they can afford to buy health insurance through Colorado's health insurance marketplace, called Connect for Health Colorado.	43%	34%	9%	8%	6%
Establish a national health plan, sometimes called Medicare-for-all, in which all Americans would get their insurance from a single government plan. This program would eliminate private health insurance - as everyone would be covered under one government-run program. There would likely be fewer limits on the providers you can see as all providers would be part of the same system. This plan would eliminate health insurance premiums, deductibles, copays.	36%	22%	7%	30%	4%
Shorten the allowed time that hospitals, doctors, and emergency services have to collect medical debt from 6 years to 3 years so that Coloradans do not have medical bills hanging over their heads for long periods of time.	33%	29%	18%	14%	7%
Expand eligibility for the state's Medicaid program to allow immigrants and non-citizens to better access affordable health services.	31%	22%	16%	26%	5%
Expand eligibility for the state's Medicaid program to allow higher-income individuals to buy into the program.	29%	31%	17%	15%	8%

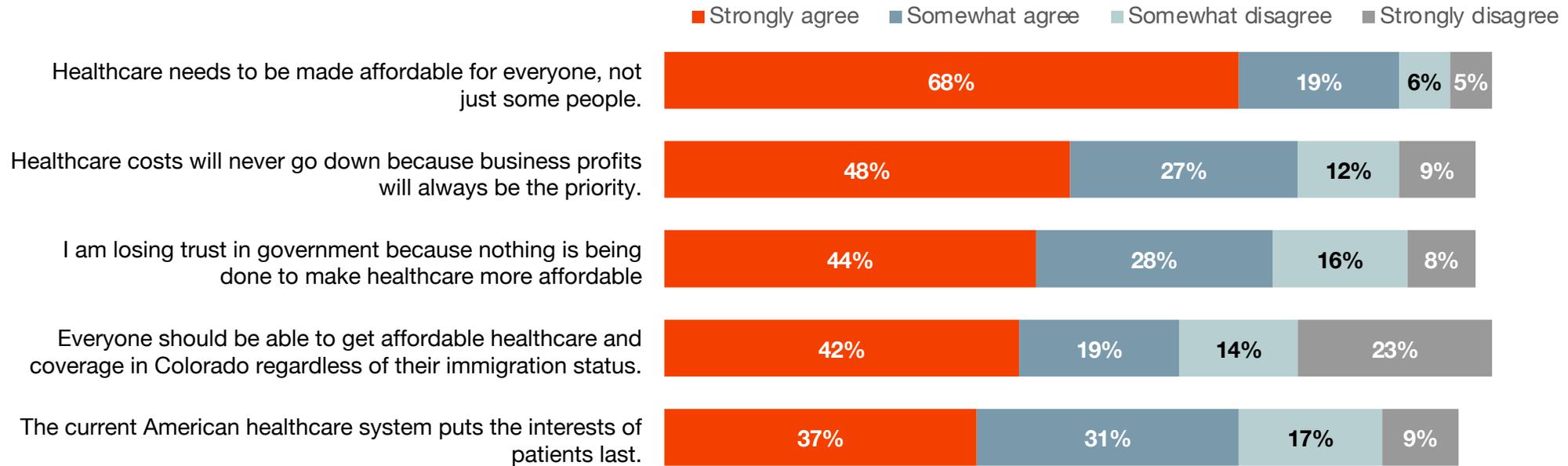
Most Coloradans agree non-profit hospitals have a responsibility to give back to the community through programs that improve community health.

Q: Right now, non-profit hospitals don't have to pay any taxes. Given this, do you agree or disagree that non-profit hospitals have a responsibility to give back to the community through things such as charitable healthcare programs and funding for increased access to healthy food, affordable housing, and other programs that improve community health?



Majorities of Coloradans agree more needs to be done on healthcare equity and affordability.

Q: How much do you agree or disagree with the following statements?



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