



# ConnectiCare telehealth survey results

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ConnectiCare<sup>®</sup>

# ConnectiCare conducted a survey of both commercial and Medicare Advantage members who had telehealth visits with their doctor in April or May 2020.

## Highlights of the results included:

- Members of all ages were satisfied with the care they received in telehealth visits since the public health emergency was declared in March.
- Those under age 65 highly likely to use telehealth again.
- All members respect the value of face-to-face visits with doctors but also see telehealth as an important option for its safety and convenience.

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## What we learned

Commercial members were satisfied with their telehealth visits and the care they received from their doctor during those visits. Most suggested they are likely to use telehealth again in the future and a significant number (65%) say it's very important to have this benefit available when choosing a primary care provider (PCP).

Many of the members surveyed find value in the time-saving, safe, and convenient aspects of a telehealth visit. Others continue to prefer face-to-face interactions with their doctors, especially for situations that require more hands-on examination, such as a cardiologist appointment.

The survey results among Medicare Advantage members were similar, though less pronounced. Medicare members surveyed were fairly satisfied with their telehealth visits and the care received from their doctors. However, a little more than one-third required a follow-up, in-person visit.

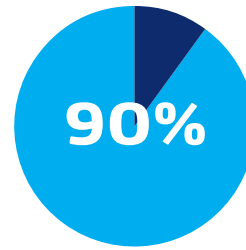
Consistent with commercial members, many Medicare members did find the value in telehealth for convenience and safety reasons, though significantly more Medicare members preferred in-person visits over telehealth.

It is important to note, though, that two-thirds of those surveyed said when choosing a PCP, it was at least somewhat important for telehealth to be an available option.

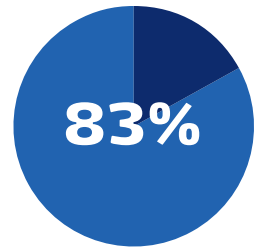


## Satisfaction

Most members (90% for commercial and 83% for Medicare) were satisfied with the care they received during their telehealth visit. During the visits, doctors addressed members' questions, concerns, and health care needs.

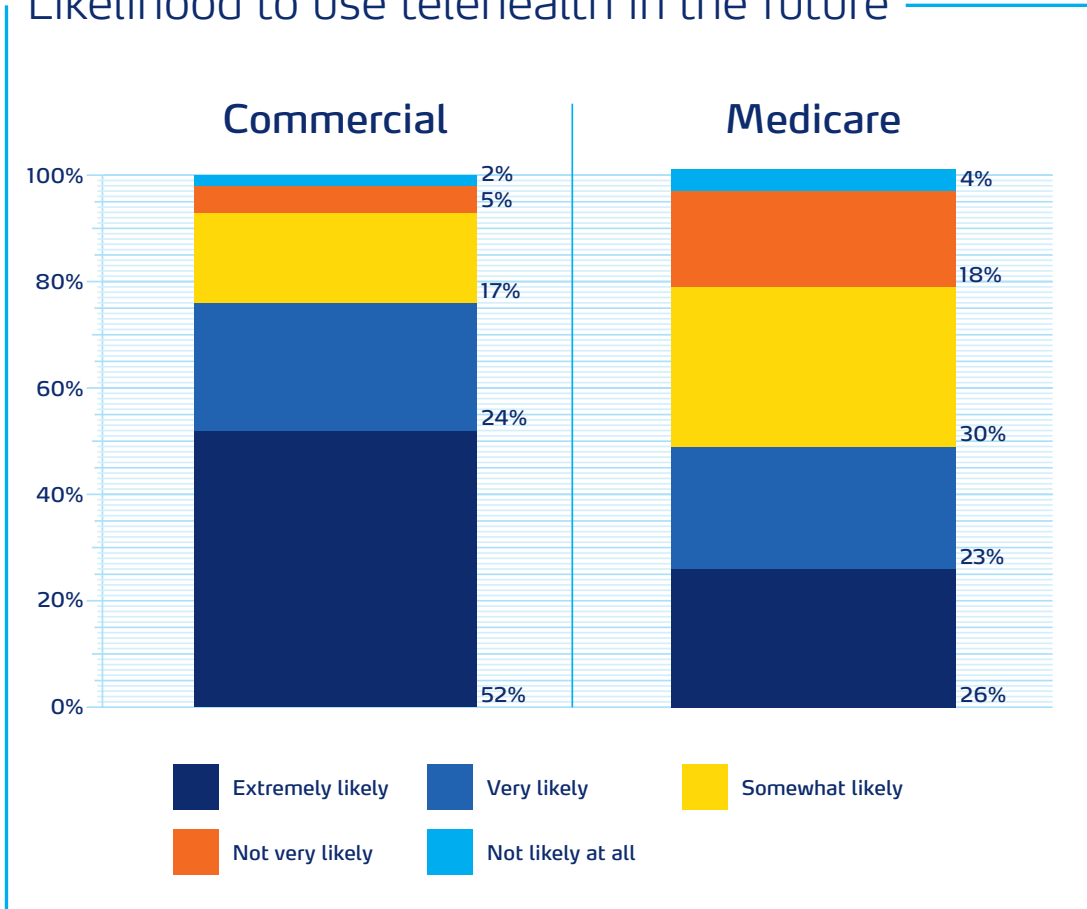


**Commercial**



**Medicare**

## Likelihood to use telehealth in the future

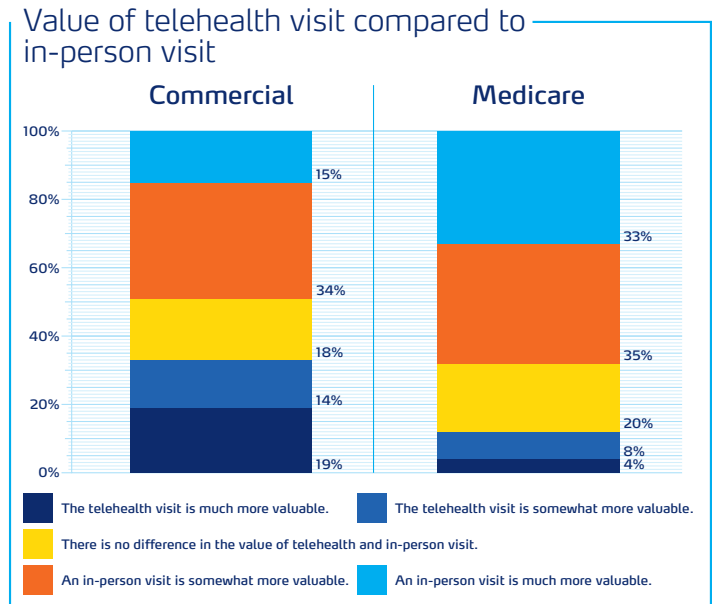
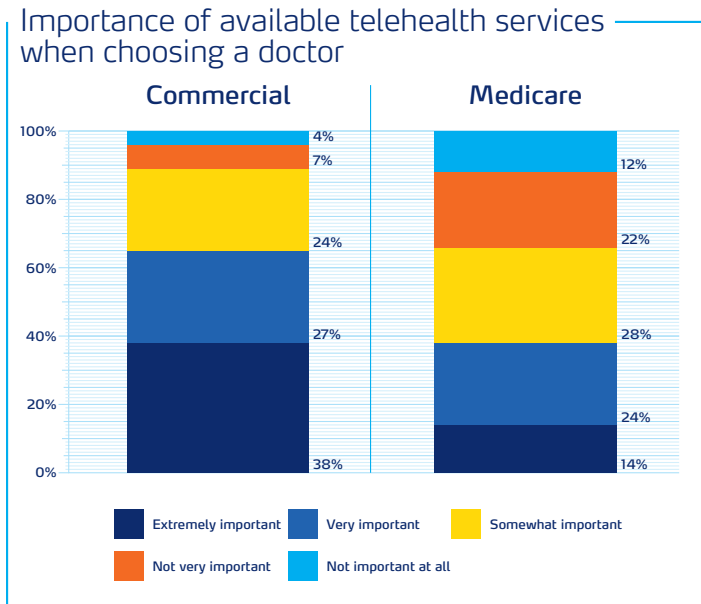


While the majority of Commercial members appear likely to use telehealth services again, Medicare members seem moderately less likely, with about half saying they are extremely, or very, likely to use it again.

## Comparisons to in-person visits

Half of commercial members surveyed feel in-person visits are more valuable, even though two-thirds of respondents said availability of telehealth is either very or extremely important when choosing a doctor.

Among Medicare members, two-thirds feel in-person visits are more valuable and just over one-third said availability of telehealth is either very or extremely important when choosing a doctor. Across both audiences, use of telehealth or in-person visits depends on the reason for the visit.



Younger members, 21-49, drove up the scores slightly, on measures including likelihood to use in the future, preference for telehealth, and importance of telehealth being available when choosing a PCP.

## Conclusions



The comfort and assurance of personal, face-to-face interactions with their doctors are hard for some patients to give up. Others find value in telehealth for its time-saving, safe, and convenient aspects. It is important for providers to have telehealth as an available option to meet patient needs, but in-person visits are still considered more valuable.

# Member quotes

"Unless a physical exam is necessary, I strongly prefer telehealth. It saves an enormous amount of time (travel, waiting room), and it obviously eliminates concerns about contagion. I highly recommend telehealth visits for any healthcare needs that do not require an in-office physical examination. Thank you for providing this valuable service." (commercial member)

"I do not like telehealth at all. I do not feel the personal aspect of seeing my doctor in person. I do not feel that there is any aspect of my doctor truly knowing how I feel." (commercial member)

"It's fine I guess for unimportant medical questions. Like what to do for poison ivy or a burn. Other than that, I want to SEE my doctor. Or I'm not paying for the visit." (commercial member)

"My experience was wonderful, and I believe it will be a useful tool for providers in the future, so they do not put their staff at risk or themselves. I also think that telehealth for mental health is extremely important and better at this point to do by telehealth." (commercial member)

"My PCP is wonderful and after an E.R. visit, it was extremely important to me to have a televisit follow up with my doctor." (Medicare Advantage member)

"For some visits it's fine. But, a doctor can't listen to your chest or do an EKG through telehealth." (Medicare Advantage member)

"I found my experience to be stressful. I couldn't connect for online and talking to the doctor on the phone was not totally rewarding. I would never use telehealth again if I had my way. If you are sick how does a doctor listen to your heart, touch and give an exam. I would never recommend the service." (Medicare Advantage member)



# Survey methodology

- Online survey sent via email to members who had a telehealth visit with their doctor in April or May. The survey was fielded July 23 – August 16, 2020.
- **448 Commercial responses**
  - Gender – 79% female/21% male
  - Age – 16% 21-39, 15% 40-49, 32% 50-59, 31% 60-64, 6% 65+
  - County – 27% Fairfield, 24% Hartford, 5% Litchfield, 7% Middlesex, 28% New Haven, 3% New London, 4% Tolland, 1% Windham
  - Plan type – 39% employer plan, 50% Exchange, 11% SOLO
- **87 Medicare Advantage responses**
  - Gender – 63% female/37% male
  - Age – 22% 65-69, 46% 70-74, 23% 75-79, 10% 80+
  - County – 4% Fairfield, 36% Hartford, 1% Litchfield, 5% Middlesex, 26% New Haven, 14% New London, 9% Tolland, 5% Windham