

# 2018 UnitedHealthcare Consumer Sentiment Survey

This 3rd-annual survey provides insights into Americans' health care knowledge, opinions and preferences. Key findings include:

## Open Enrollment Preparedness

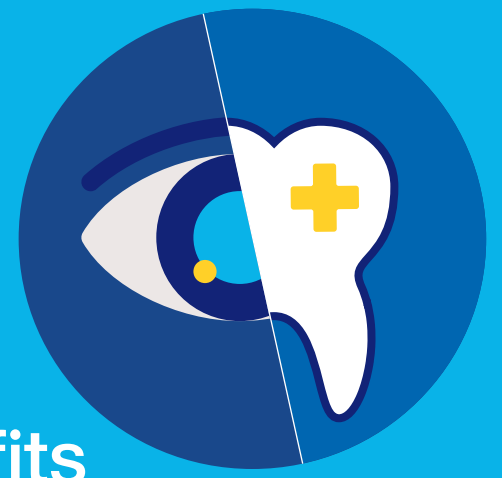
77%

of respondents with health benefits said they are prepared to select their health plan during this year's open enrollment season.



80%

of respondents with health benefits said having vision and dental benefit options is "important" during open enrollment.



## Technology Trends

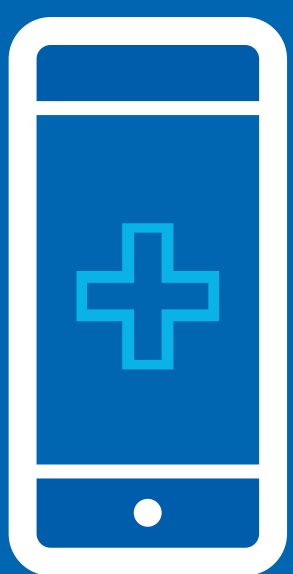


43%

of Americans said they are interested in using telemedicine to access care, up 6 percentage points from 2016.

36%

of Americans had used the internet or a mobile app to comparison shop for health care during the last year.



29%

of Americans who use the internet to research potential health conditions said doing so increased their anxiety about the issue.

39%

of respondents said greater use of smartphones, tablets or computers had caused symptoms associated with digital eye strain, such as sore or dry eyes, headache or sore neck, shoulder or back.

