The sixth-annual UnitedHealthcare Consumer Sentiment Survey provides insights into Americans’ knowledge and opinions about various areas of health care, including open enrollment, technology trends, wellness programs and health plan preferences.¹

**Health plan preferences**

- **44%** of respondents said COVID-19 has influenced the health plan they intend to select for 2022.
- **16%** are opting for an option with lower out-of-pocket costs.
- **13%** are looking for more well-being programs or resources.
- **8%** are seeking more comprehensive or richer benefits.

- **82%** of respondents said they are prepared to select a health plan during open enrollment season, a survey record.

**Technology trends**

- **53%** of respondents said it is likely they would use virtual care for medical services in the future.
- **50%** said they had used the internet or mobile apps to comparison shop for health care in the past year.

**Wellness trends**

- **71%** of respondents who are employed and have access to wellness programs said the initiative made a positive impact on their health.
- **51%** said they would be interested in using a digital fitness app as part of an employer-sponsored well-being program.

¹2021 UnitedHealthcare Consumer Sentiment Survey. Survey was conducted Sept. 10-12, 2021, among 1,013 U.S. adults 18 and older. The margin of error was plus or minus 3% at the 95% confidence level.