



STILL SEARCHING

How People Use Health Care Price
Information in the United States

With support from the
Robert Wood Johnson Foundation and
the New York State Health Foundation



About Public Agenda

Public Agenda helps build a democracy that works for everyone.

By elevating a diversity of voices, forging common ground, and improving dialogue and collaboration among leaders and communities, Public Agenda fuels progress on critical issues, including education, health care and community engagement. Founded in 1975, Public Agenda is a nonpartisan, nonprofit organization based in New York City. Find Public Agenda online at **PublicAgenda.org**, on Facebook at **facebook.com/PublicAgenda** and on Twitter at **@PublicAgenda**.

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Methodology

- N=2,062 U.S. adults
- N=802 adults in New York State
- N=808 adults in Texas
- N=819 adults in Florida
- N=826 adults in New Hampshire
- 40% phone (including cell) and 60% online
- Phone and online data combined using propensity score matching
- Fielded July to September 2016
- Focus groups in Texas and New Hampshire

Fifty percent of Americans have tried to find out how much their health care would cost them before receiving care.

Among Americans who had not tried to find price information before getting care, 57% say they would like to know the prices of medical services in advance.

48%

56%

Florida

National

57%

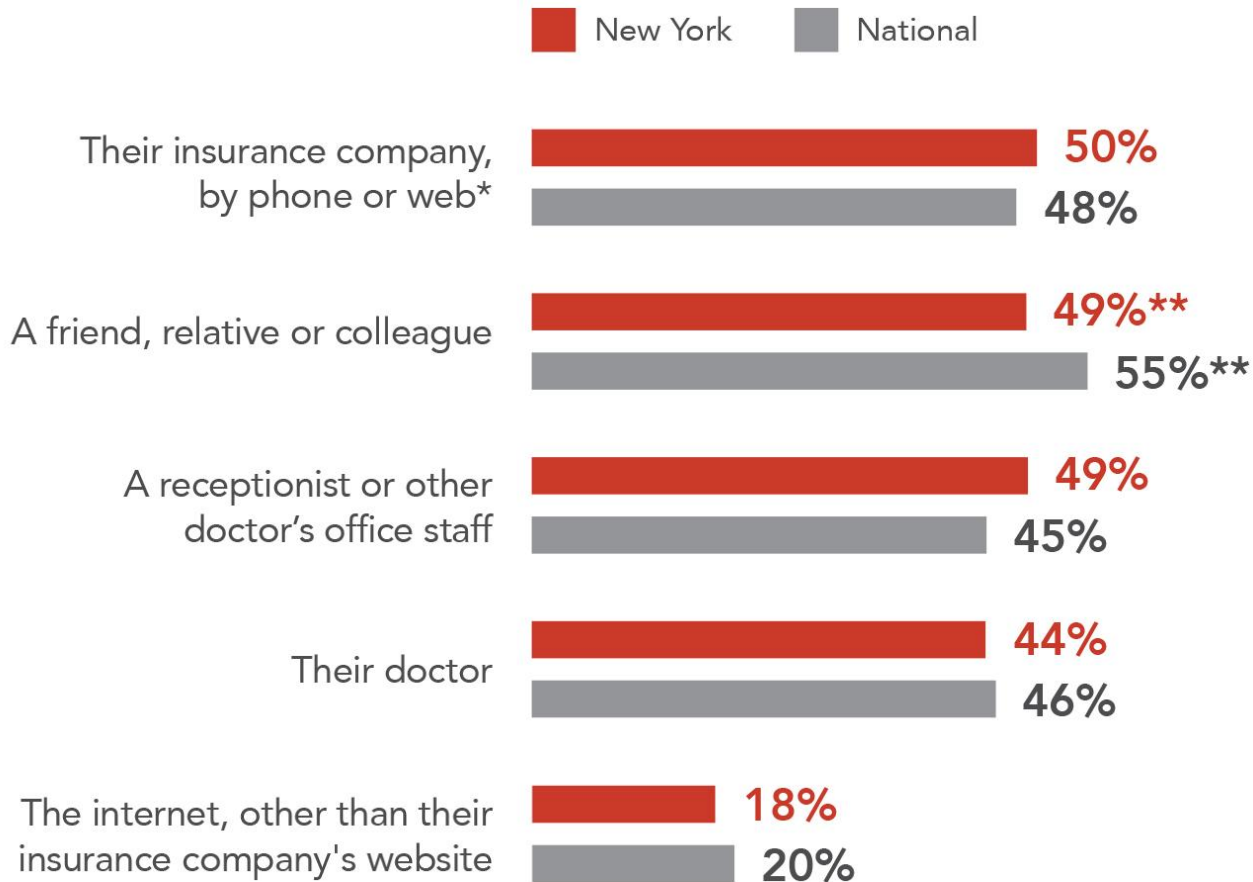
59%

Texas

New Hampshire

New York State residents turn to the following sources for price information:

Percent who say they have tried to find price information before getting care, from the following sources:



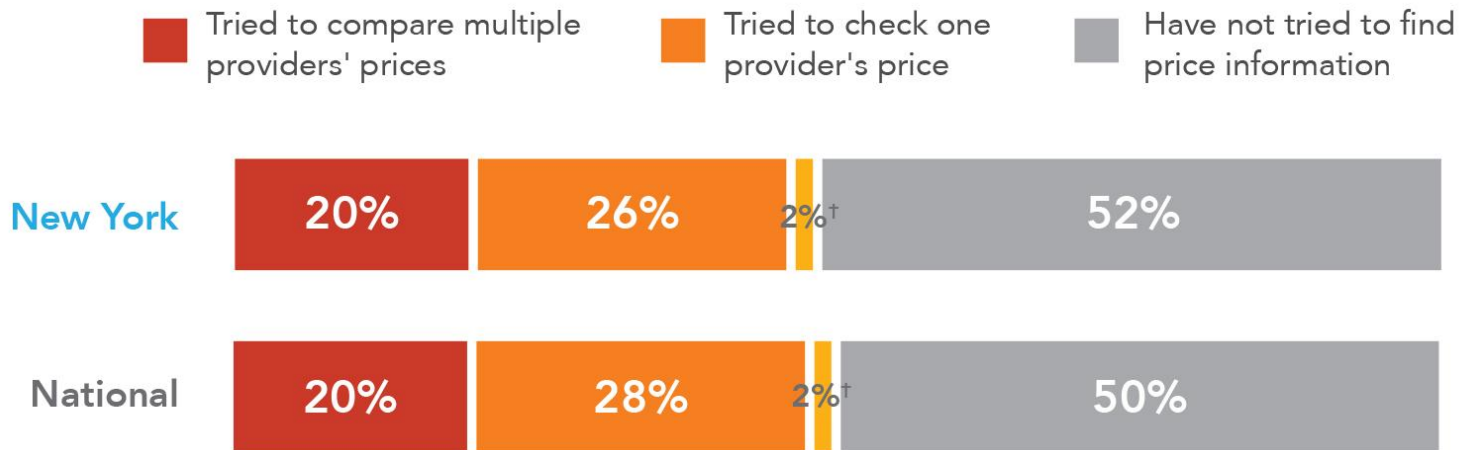
Base: Have tried to find out prices for medical care in advance at least once: National, n = 1,019; New York State, n = 382.

*Base: Have tried to find out prices for medical care in advance at least once and currently or ever insured: National, n = 997; New York State, n = 376.

While most group estimates are not statistically different, ** indicates those that are statistically different at the p < .05 level.

One in five New York State residents have tried to compare prices across multiple providers before getting care.

Percent who say they have done one of the following before getting care:

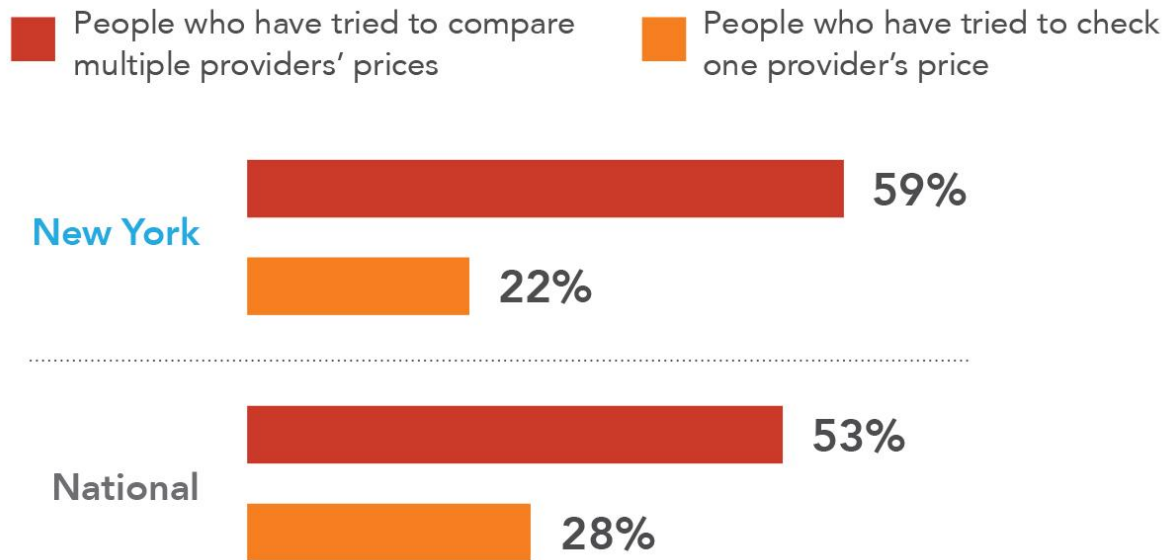


Base: All respondents: National, N = 2,062; New York State, N = 802.

Indicates people who report having tried to find price information before getting care but answer "don't know" or refuse to answer when asked whether they have tried to compare prices across multiple providers or not.

Of New York State residents who have tried to compare prices, more than half report saving money.

Percent who say they saved money when they have tried to find price information before getting care:



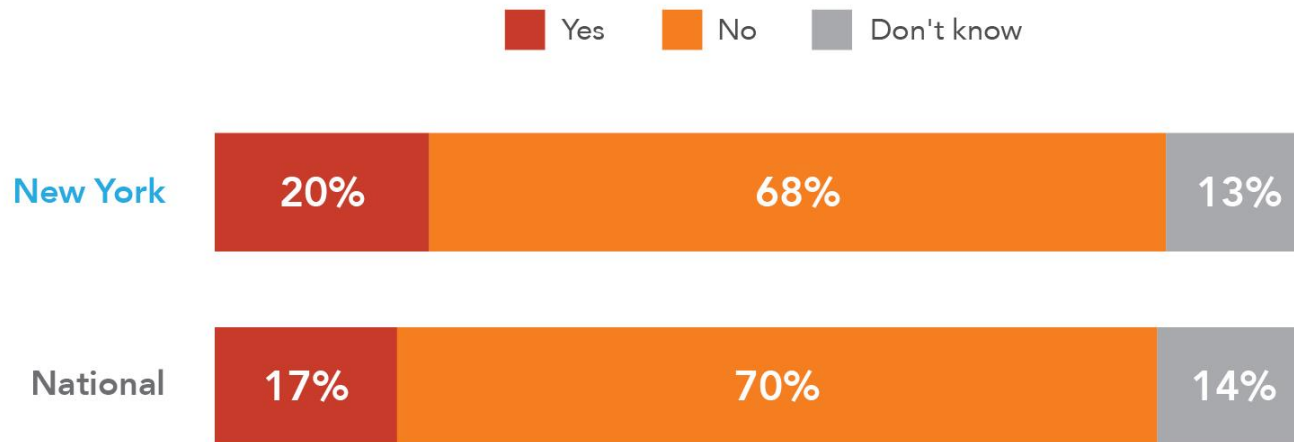
Base: Have tried to find out price information at least once before getting care: National, n = 1,019; New York State, n = 382.

Group estimates are statistically different from each other at the $p < .05$ level.

Most Americans don't think saving money on health care means skimping on quality.

Percent who say yes, no or don't know to the following question:

Would you say higher prices are typically a sign of better quality medical care, or not?



Base: Random quarter: National, n = 529; New York, n = 211.

* Indicates state estimate is statistically different from the national estimate at the $p < .05$ level.

Numbers may not add up to 100 percent due to rounding and the less than one percent of respondents who refused the question and are not represented in the chart.

Awareness of price variation is limited.

- Some change more than others for the same services
- They charge pretty much the same prices for the same services
- Don't know

Percent who say they think the following about *doctors* in their insurance networks or in their areas:



Base: Random half: New York, n = 406.

Percent who say they think the following about *hospitals* in their insurance networks or in their areas:



Base: Random half: New York, n = 407.

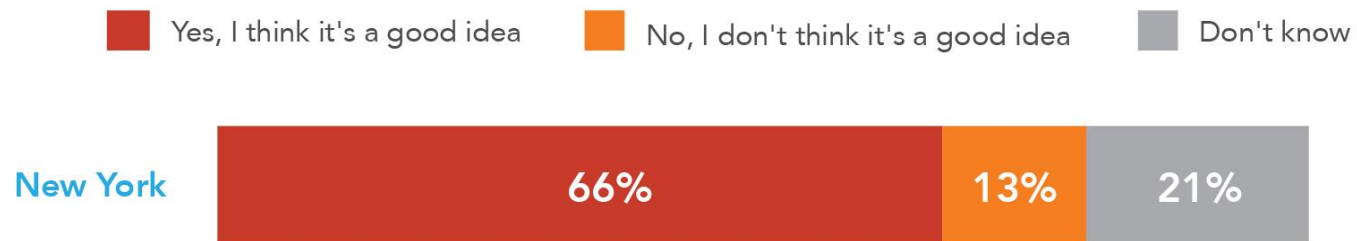
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65% of New York State residents say there is not enough health care price information.

Most favor doctors and their staffs discussing prices with patients. Fewer report that a doctor has brought up price in conversation with them.

Percent who say it is or is not a good idea for doctors and their staffs to discuss prices with patients before ordering or doing tests, procedures or referrals, or that they do not know:



Base: Random half: All respondents: New York State, N = 802.

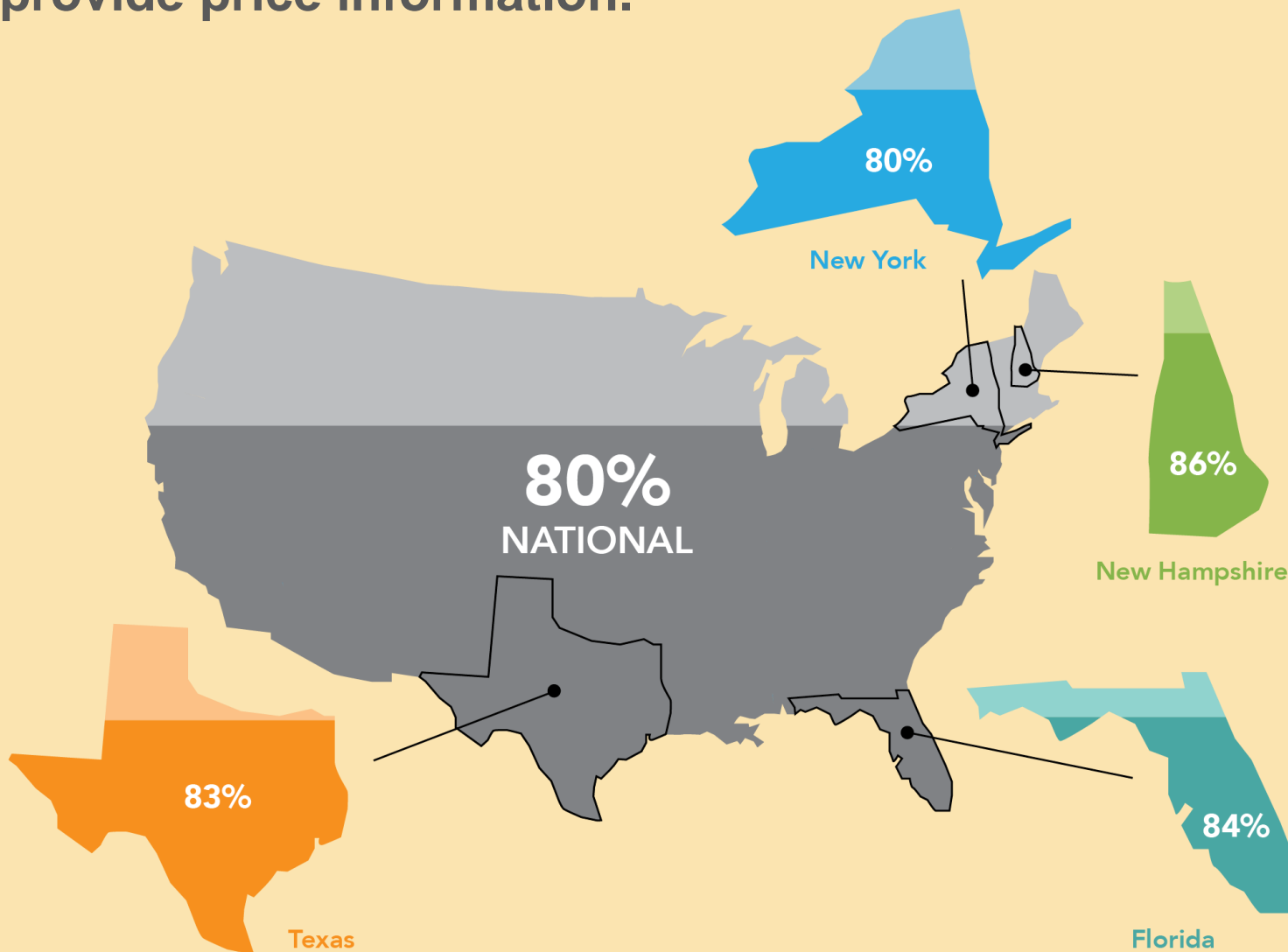
Percent who say a doctor or their staff has or has not brought up in conversation with them the price of a test, procedure or referral, or that they do not know:



Base: Random half: All respondents: New York State, N = 802.

Numbers may not add up to 100 percent due to rounding and the less than one percent of respondents who refused the question and are not represented in the charts.

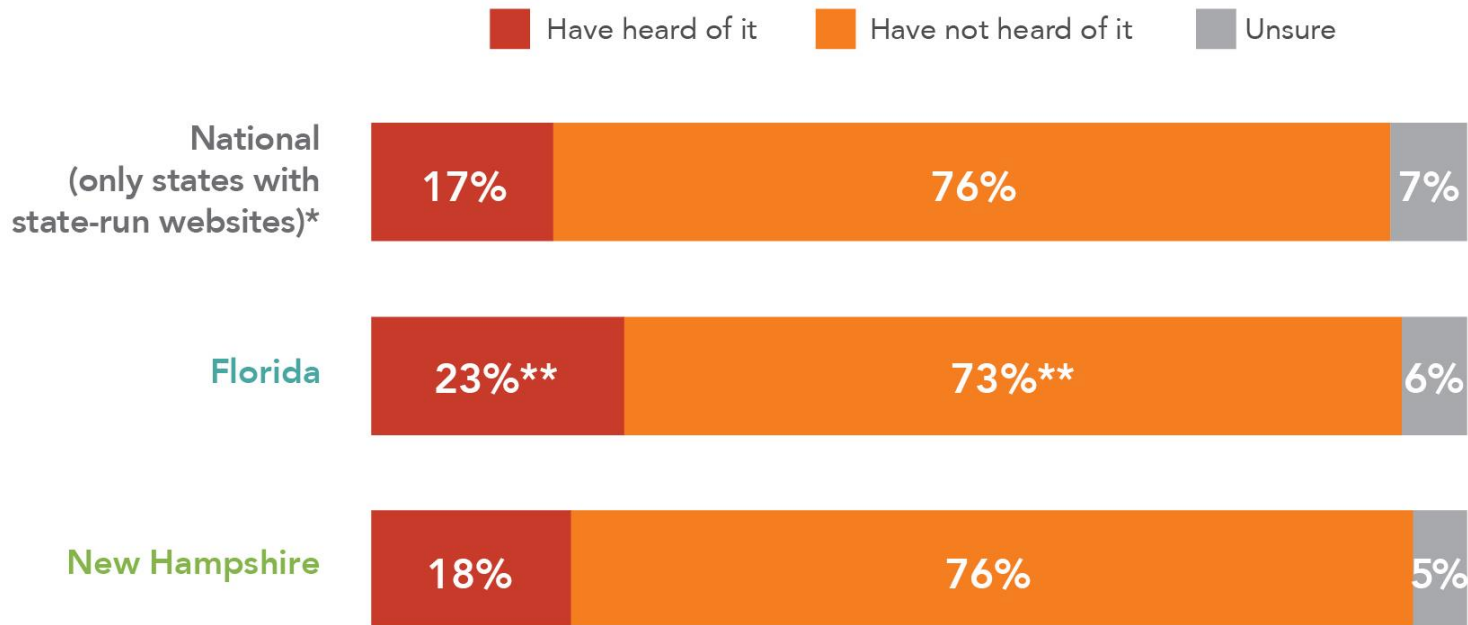
Many say it is important for their state governments to provide price information.



Base: All respondents: National, N = 2,062; New York, N = 802; Texas, N = 808; Florida, N = 819; New Hampshire, N = 826.

Few people have heard of their states' price information website.

Percent who say they have heard of their states' price information website, they have not heard of them or they are not sure:



Base: All respondents: Florida, N = 819; New Hampshire, N = 826.

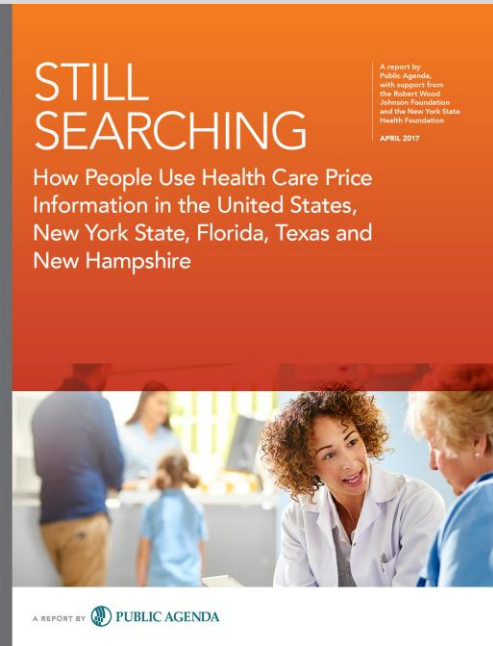
*Base: Live in one of the 21 states with state-run websites: National: n = 967.

** Indicates state estimate is statistically different from the national estimate and from the other state estimate at the $p < .05$ level

Numbers may not add up to 100 percent due to rounding and the less than one percent of respondents who refused the question and are not represented in the chart.

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How People Use Health Care Price Information in the United States, New York State, Florida, Texas and New Hampshire

A report by Public Agenda, with support from the Robert Wood Johnson Foundation and the New York State Health Foundation
APRIL 2017

A REPORT BY PUBLIC AGENDA



Research Brief
STILL SEARCHING
How People Use Health Care Price Information in the United States

A research brief from Public Agenda by David Schoffler, Rebecca Silliman and Colleen Reinhardt
APRIL 2017

This brief explores how Americans overall and residents of four states—New York, Texas, Florida and New Hampshire—are trying to find and use health care price information and their attitudes about prices. Important findings include:

- 50 percent of Americans have tried to find out before getting care how much they would have to pay out of pocket, not including copays, and/or how much their insurers would pay, including 20 percent who have tried to compare prices across multiple providers.
- Higher percentages of Texas, Florida and New Hampshire residents have tried to find price information and have tried to compare prices than New York State residents and Americans overall.
- Of Americans who have tried to compare prices, 53 percent report saving money. In New York State, Texas, Florida and New Hampshire, people who have tried to compare prices are also more likely to report saving money than those who have tried to check one provider's price.
- 70 percent of Americans say higher prices are not typically a sign of better quality medical care.
- 54 percent of Americans are not aware that doctors' prices vary, and 54 percent are not aware that hospital prices vary.
- 80 percent of Americans think it is important for their state governments to provide people with comparative price information.

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STILL SEARCHING: HOW PEOPLE USE HEALTH CARE PRICE INFORMATION IN THE UNITED STATES, NEW YORK STATE, FLORIDA, TEXAS AND NEW HAMPSHIRE



Research Brief
How Texans Use Health Care Price Information

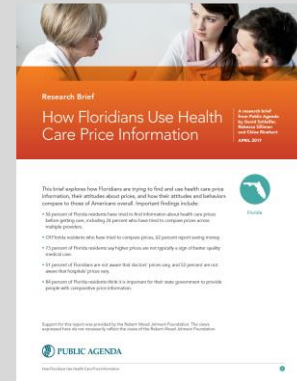
A research brief from Public Agenda by Rebecca Silliman and Colleen Reinhardt
APRIL 2017

This brief explores how Texans are trying to find and use price information, their attitudes about prices and how their behaviors and attitudes compare to those of Americans overall. Important findings include:

- 61 percent of Texans have tried to find information about health care prices before getting care, including 20 percent who have tried to compare prices across multiple providers.
- If Texans who have tried to compare prices, 60 percent report saving money.
- 61 percent of Texans who have tried to compare prices are not aware that hospital prices vary, and 61 percent are not aware that doctors' prices vary.
- 81 percent of Texans think it is important for their state government to provide people with comparative price information.

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Research Brief
How Floridians Use Health Care Price Information

A research brief from Public Agenda by Rebecca Silliman and Colleen Reinhardt
APRIL 2017

This brief explores how Floridians are trying to find and use health care price information, their attitudes about prices, and how their attitudes and behaviors compare to those of Americans overall. Important findings include:

- 46 percent of Floridians have tried to find information about health care prices before getting care, including 20 percent who have tried to compare prices across multiple providers.
- 47 percent of Floridians who have tried to compare prices, 50 percent report saving money.
- 47 percent of Floridians who have tried to compare prices are not aware that hospital prices vary, and 47 percent are not aware that doctors' prices vary.
- 81 percent of Floridians think it is important for their state government to provide people with comparative price information.

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Research Brief
How New Hampshire Residents Use Health Care Price Information

A research brief from Public Agenda by Rebecca Silliman and Colleen Reinhardt
APRIL 2017

This brief explores how New Hampshire residents are trying to find and use health care price information, their attitudes about prices and how their behaviors and attitudes compare to those of Americans overall. Important findings include:

- 44 percent of New Hampshire residents have tried to find information about health care prices before getting care, including 20 percent who have tried to compare prices across multiple providers.
- 44 percent of New Hampshire residents who have tried to compare prices, 49 percent report saving money.
- 44 percent of New Hampshire residents are not aware that hospital prices vary, and 44 percent are not aware that doctors' prices vary.
- 80 percent of New Hampshire residents think it is important for their state government to provide people with comparative price information.

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Research Brief
How People in New York State Use Health Care Price Information

A research brief from Public Agenda by Rebecca Silliman and Colleen Reinhardt
APRIL 2017

This brief explores how New York State residents are trying to find and use health care price information, their attitudes about prices and how their behaviors and attitudes compare to those of Americans overall. Important findings include:

- 44 percent of New York State residents have tried to find information about health care prices before getting care, including 20 percent who have tried to compare prices across multiple providers.
- 44 percent of New York State residents who have tried to compare prices, 49 percent report saving money.
- 44 percent of New York State residents are not aware that hospital prices vary, and 44 percent are not aware that doctors' prices vary.
- 80 percent of New York State residents think it is important for their state government to provide people with comparative price information.

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Questions and to receive forthcoming research

Questions?

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