



Medicare Beneficiaries Speak up on Coronavirus: A Survey
July 2020

Study Overview

This report examines how Medicare beneficiaries are responding to the COVID-19 coronavirus pandemic after several months of restrictions on everyday life. The findings are based on a nationwide survey of Medicare beneficiaries who purchased Medicare health insurance products through eHealth. The survey was conducted on a voluntary basis between July 20 and 21, 2020, and a total of 2,761 responses were collected. Where appropriate, comparisons are drawn from eHealth's April, 2020 survey of Medicare beneficiaries.

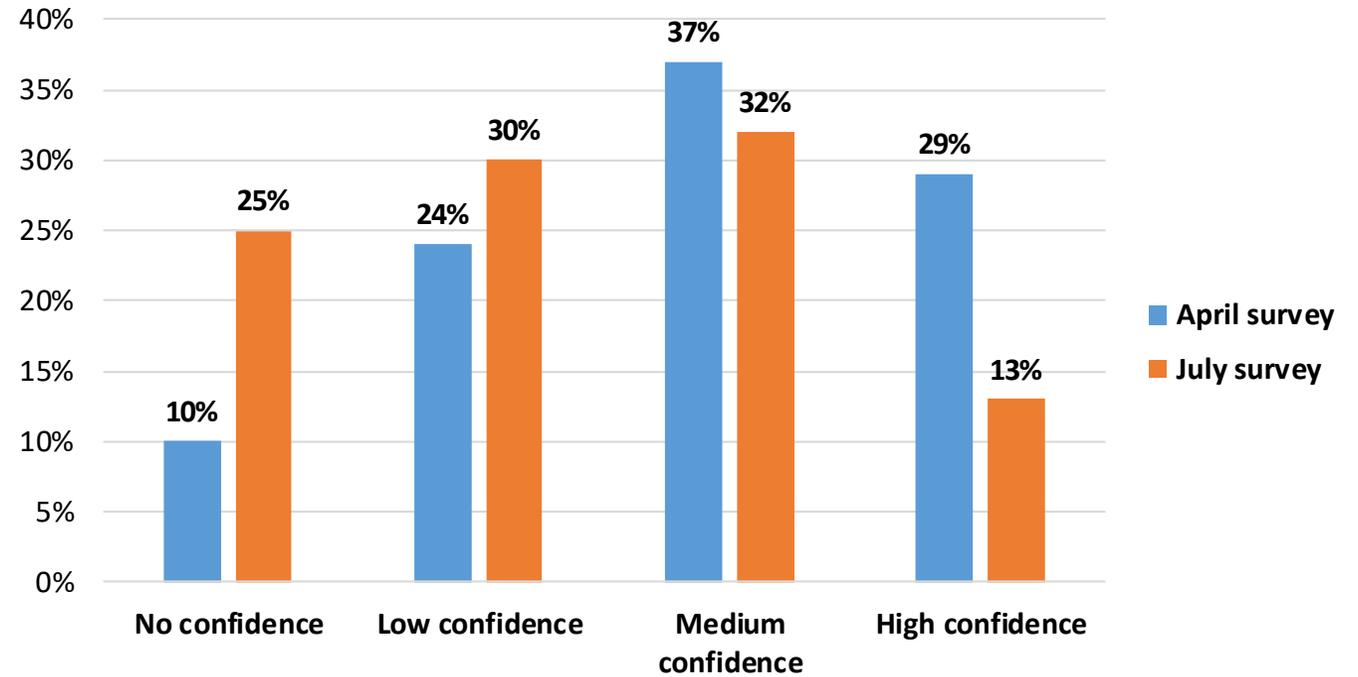
Highlights:

- **Medicare beneficiaries have less confidence in the government's coronavirus response now than they did a few months ago:** 55% say they have "low confidence" or "no confidence" in the government's response to coronavirus; only 34% felt that way when eHealth asked the same question in April.
- **Four in ten Medicare beneficiaries think coronavirus restrictions should be stronger but responses vary by state:** Overall, 40% say that coronavirus-related restrictions on everyday life should be stronger where they live; only 10% say restrictions are too severe; 53% of Florida and 51% of Arizona respondents feel restrictions should be stronger where they live, compared to 39% of Californians and 28% of Pennsylvanians.
- **The lifestyles of many Medicare beneficiaries may change permanently due to coronavirus:** 68% say they will be less likely to go on a cruise after the coronavirus crisis is over; 53% will be less likely to visit an amusement park; 49% will be less likely to fly on an airplane.
- **If coronavirus is still a threat, most Medicare beneficiaries would prefer to vote by mail in November:** 65% of voters said they would prefer to vote by mail in November; 35% would prefer to vote in person.
- **Medicare beneficiaries are leaving home more often these days:** 41% say they leave home 3 or more times per week, compared to 19% in April.

Medicare beneficiaries’ confidence in the government’s response to the crisis has dropped since April*

- 13% of July respondents express “high confidence” in the government’s response, compared to 29% in April.
- 32% express “medium confidence” in July, compared to 37% in April.
- 30% express “low confidence” in July, compared to 24% in April.
- 25% express “no confidence at all” in July, compared to 10% in April.

Which of the following best describes your level of confidence in the government’s response to coronavirus?



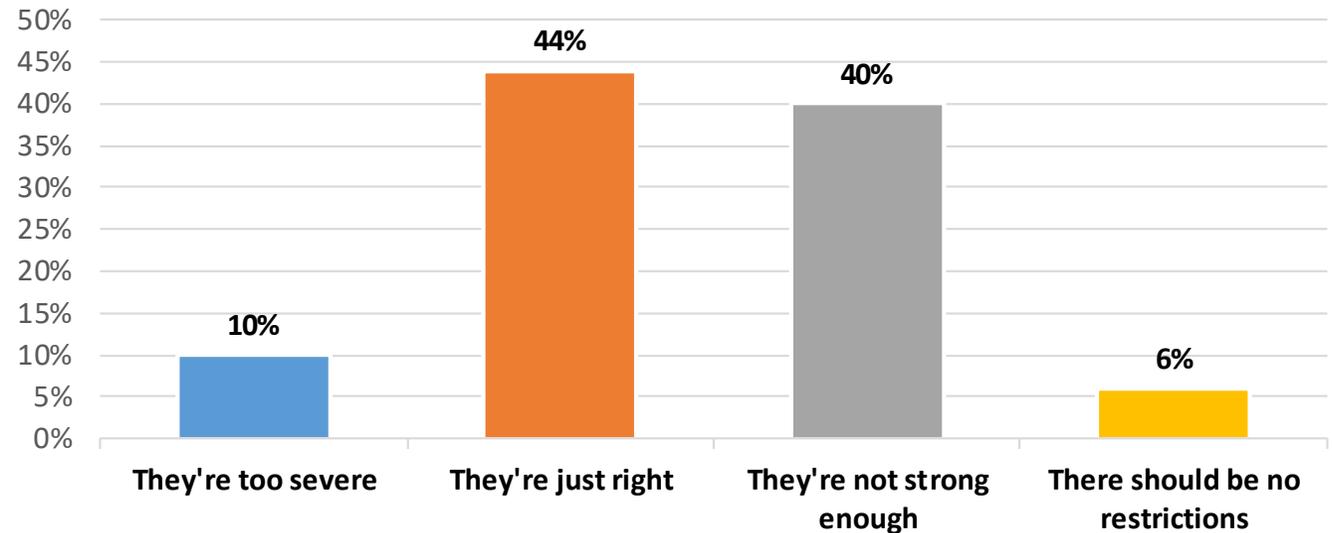
Democratic and Republican voters differ on the government’s response to the crisis: In the July survey, 26% of likely Republican voters express “high confidence” in the government’s response, down from 58% in April. Among likely Democratic voters, 42% say in the July survey that they have “no confidence” in the government’s response, up from 19% in April.

* For all references to April survey results, see eHealth’s [Medicare Beneficiaries Respond to COVID-19](#) survey published in April, 2020.

Four in ten Medicare beneficiaries say coronavirus restrictions (mask wearing, social distancing, etc.) aren't strong enough

- 10% of respondents feel that the coronavirus restrictions where they live are too severe.
- 44% feel that coronavirus restrictions strike the right balance.
- 40% feel that coronavirus restrictions should be stronger.
- 6% feel that there should be no restrictions at all.

Which statement best describes your feelings about coronavirus restrictions where you live?



Attitudes toward restrictions differ by state: 53% of respondents in Florida and 51% in Arizona say restrictions are not strong enough where they live, compared to 39% in California, 34% in New York, and 28% in Pennsylvania.

Oldest Medicare enrollees are most likely to feel restrictions are appropriate: 53% of those age 80 and older feel that coronavirus restrictions where they live are just about right, while only 35% of Medicare enrollees under age 65 feel the same.

Democratic voters are more likely than Republican voters to feel restrictions aren't strong enough: 56% of likely Democratic voters feel restrictions should be stronger, compared to 20% of likely Republican voters.

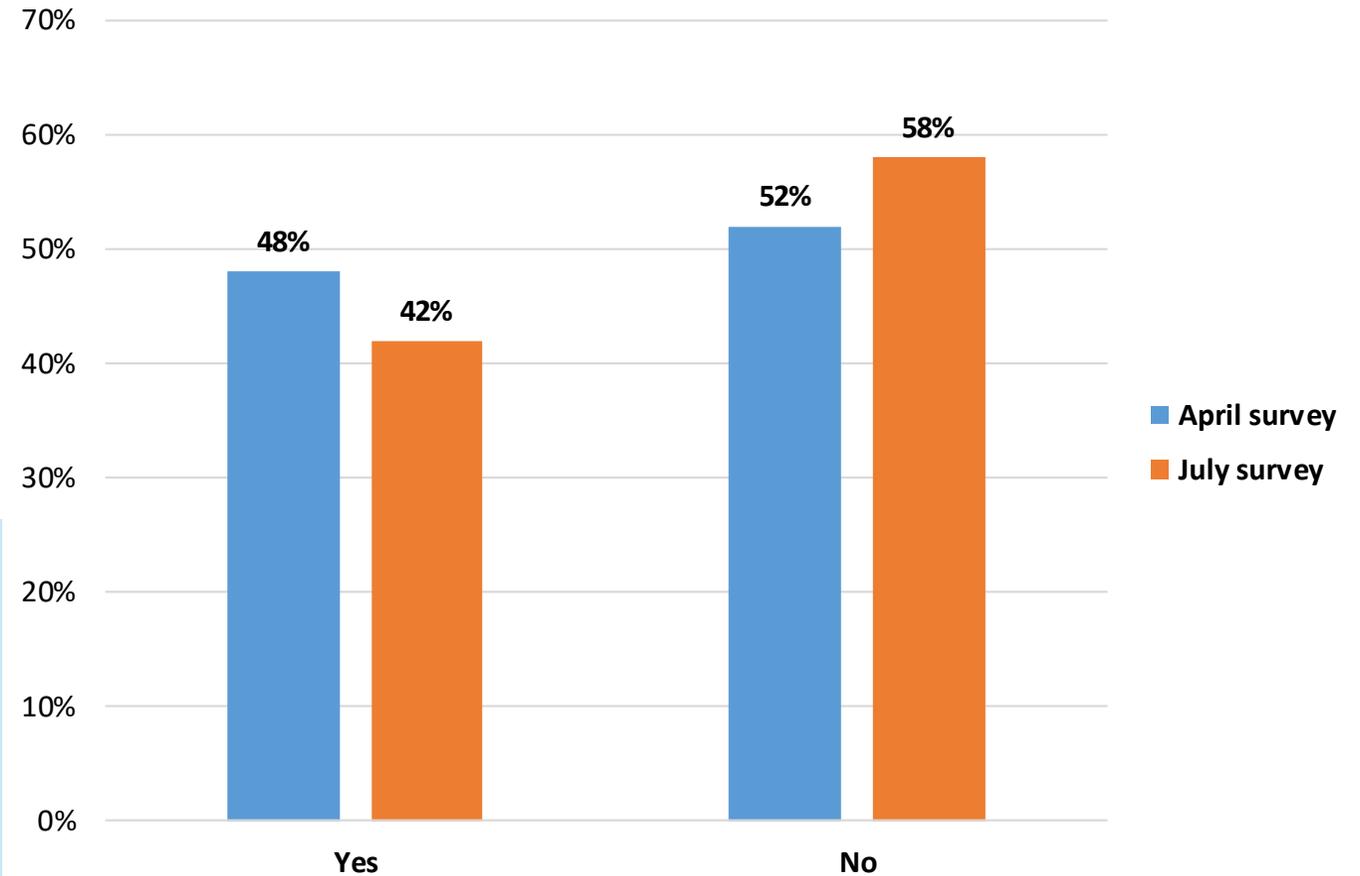
An increasing number of Medicare beneficiaries feel more should be done to protect those at increased risk from coronavirus

- 58% of July respondents do not feel that enough is being done to protect people more at risk from the disease, compared to 52% in April.
- 42% say enough is being done, compared to 48% in April.

Democratic and Republican voters differ on steps taken to protect at-risk populations:

A majority of likely Republican voters (67%) feel that enough is being done to protect those most at risk, while majorities of likely Democratic voters (80%) and independent voters (61%) feel that more should be done.

Do you feel that enough is being done to protect those at more risk from coronavirus?



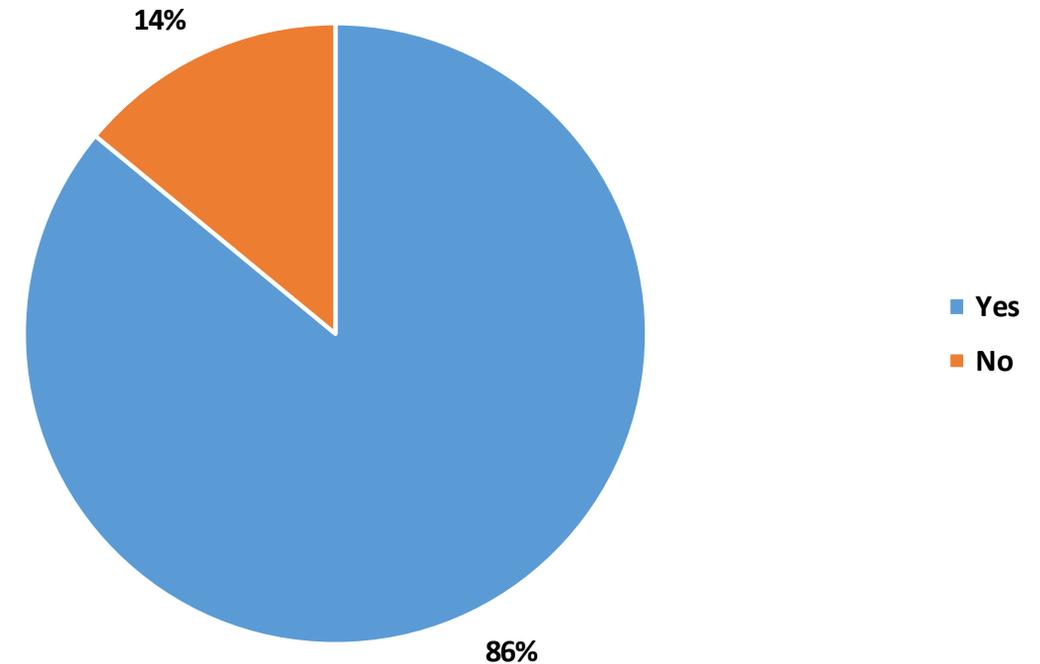
A strong majority of Medicare beneficiaries support rules requiring face masks in public spaces

- 86% of respondents say masks should be required in public spaces where social distancing is difficult.
- 14% do not believe that masks should be required in such spaces.

Democratic and Republican voters differ somewhat on mask requirements:

While a majority of likely voters from both parties feel face masks should be required, this was true of 98% of likely Democratic voters and 70% of likely Republican voters; 92% of independent voters feel that face masks should be required in public places.

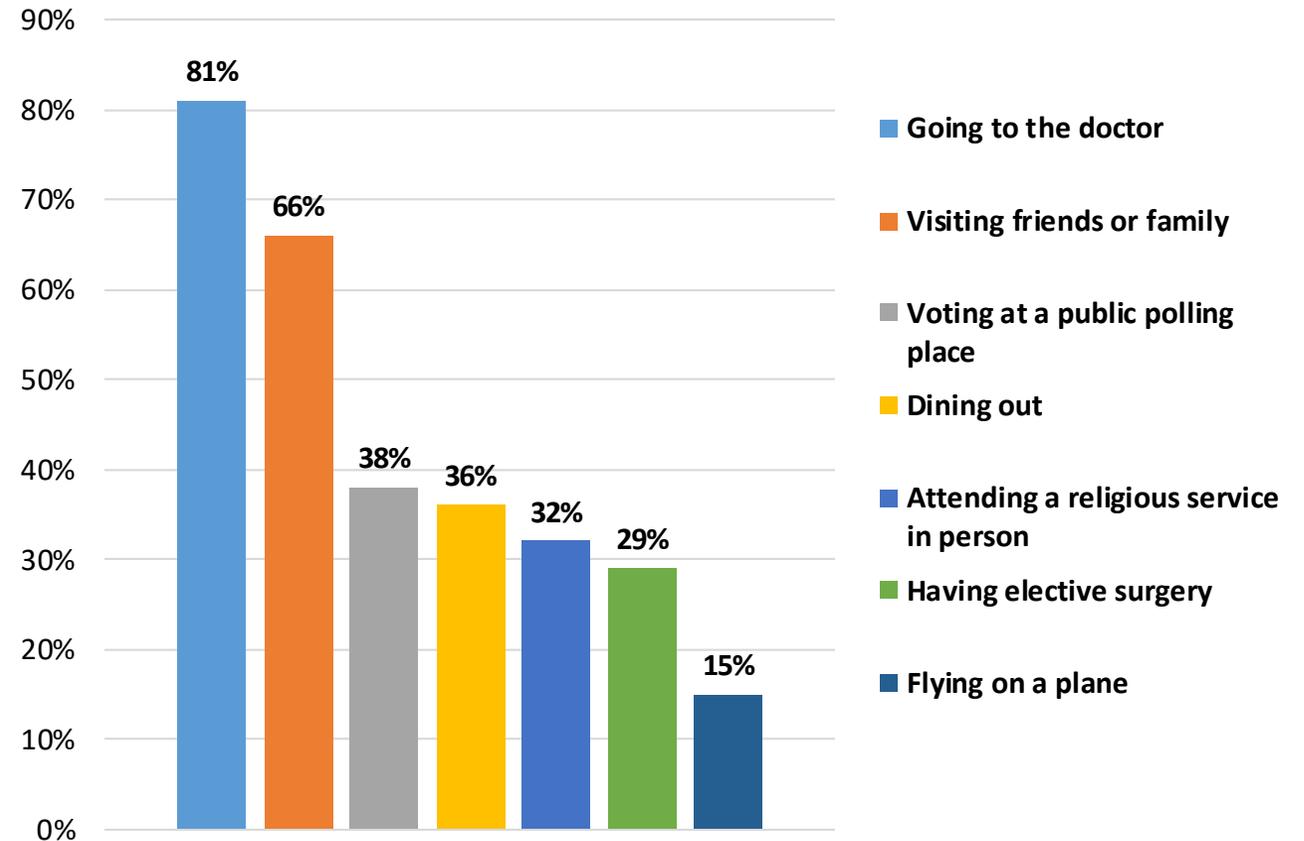
In your opinion, should everyone be required to wear a mask in public places where social distancing is difficult?



Few Medicare beneficiaries feel comfortable dining out, going to church, or flying on a plane today

- 81% of respondents say they feel comfortable visiting the doctor today.
- 66% feel comfortable visiting friends or family today.
- 38% feel comfortable voting at a public polling place today.
- 36% feel comfortable dining out today.
- 32% feel comfortable attending a religious service in person today.
- 29% feel comfortable having elective surgery today.
- 15% feel comfortable flying on a plane today.

Which activities, if any, would you feel comfortable participating in at this time?

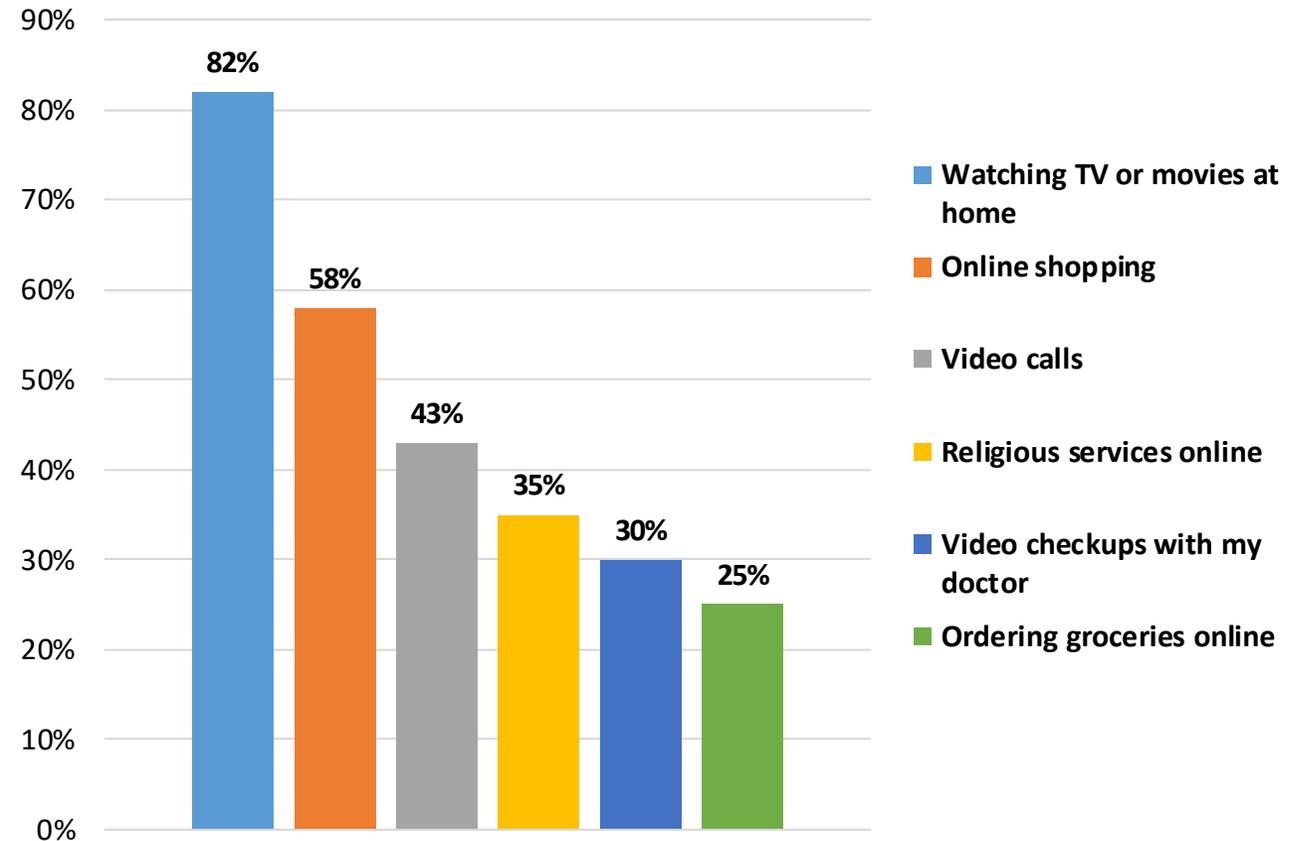


More than one answer to this question was allowed.

Medicare beneficiaries describe how their screen-time activities have changed since before the coronavirus crisis began

- 82% of respondents say they are watching more TV or movies at home.
- 58% say they are shopping online more.
- 43% say they are having more video calls with family or friends.
- 35% are participating in religious services online more often.
- 30% are having more video checkups with their doctors.
- 25% say they are ordering groceries online more often.

Which of the following have you done more often since the coronavirus crisis began?

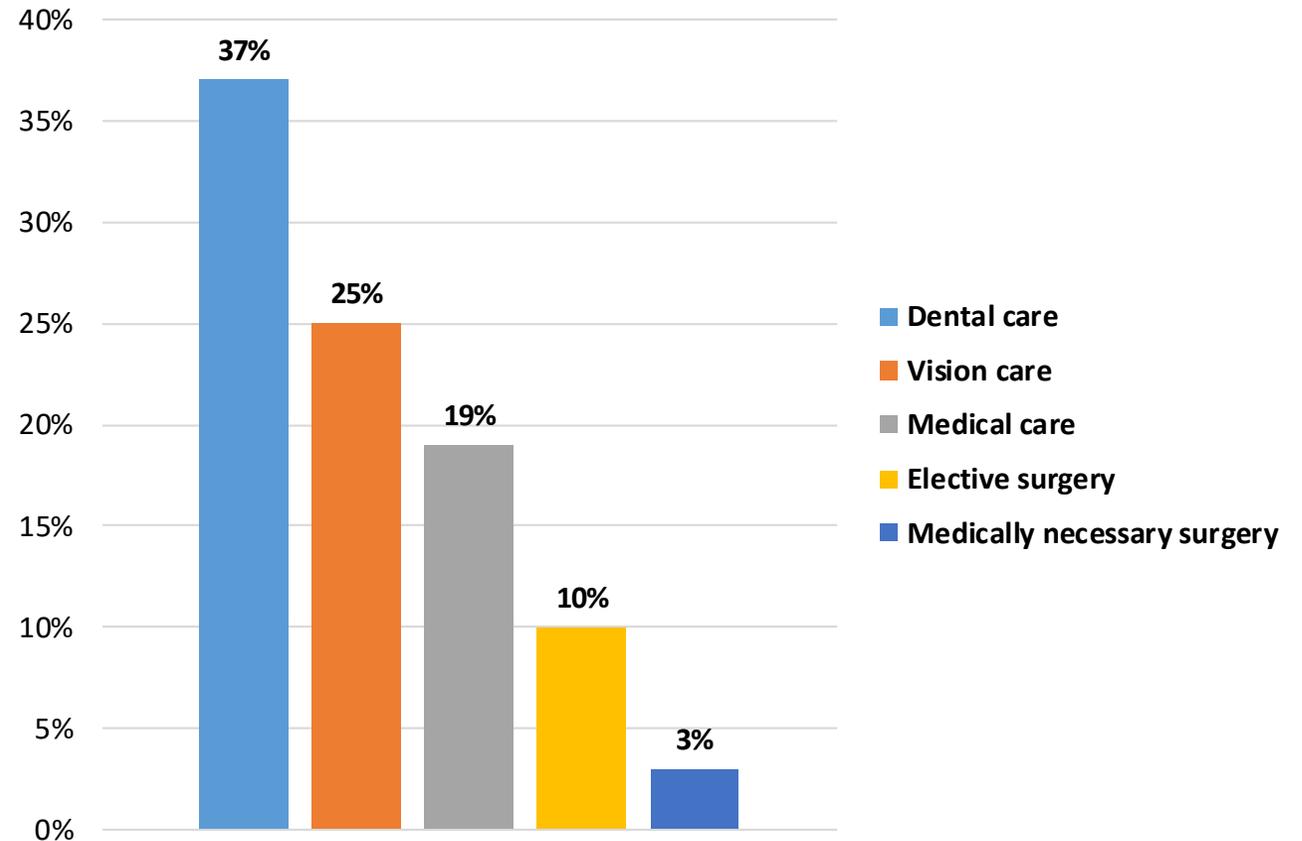


More than one answer to this question was allowed.

More than a third of Medicare beneficiaries have put off or canceled dental care since the crisis began

- 37% of respondents say they have delayed or canceled dental care.
- 25% have delayed or canceled vision care.
- 19% have delayed or canceled medical care.
- 10% have delayed or canceled elective surgeries.
- 3% have delayed or canceled medically necessary surgeries.

Which of the following, if any, have you put off or canceled since the crisis began?

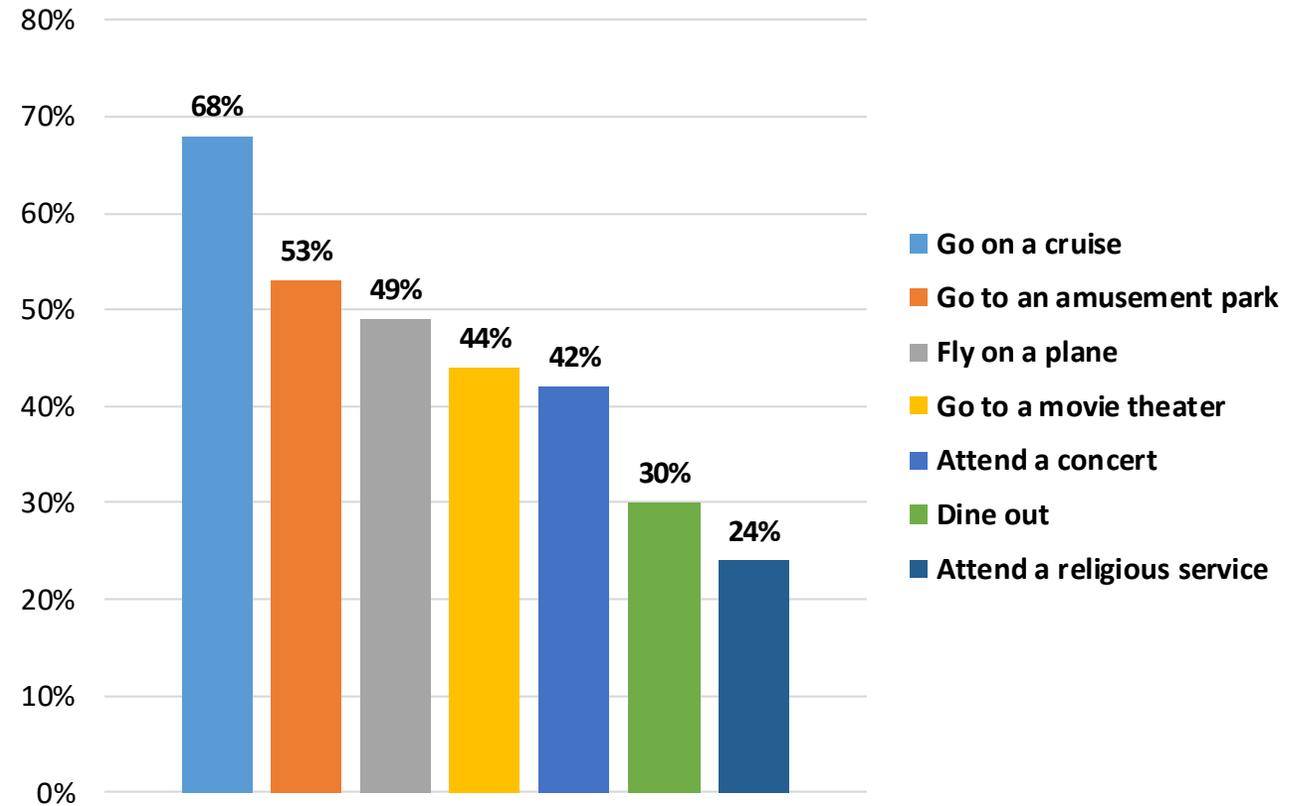


More than one answer to this question was allowed.

Many Medicare beneficiaries say they will be less likely to engage in familiar activities when the coronavirus crisis is over

- 68% of respondents say they will be less likely to go on a cruise.
- 53% will be less likely to go to an amusement park.
- 49% will be less likely to fly on a plane.
- 44% will be less likely to go to a movie theater.
- 42% will be less likely to attend a musical concert.
- 30% will be less likely to dine out.
- 24% will be less likely to attend a religious service in person.

Which of the following activities will you be less likely to participate in after the crisis is past?

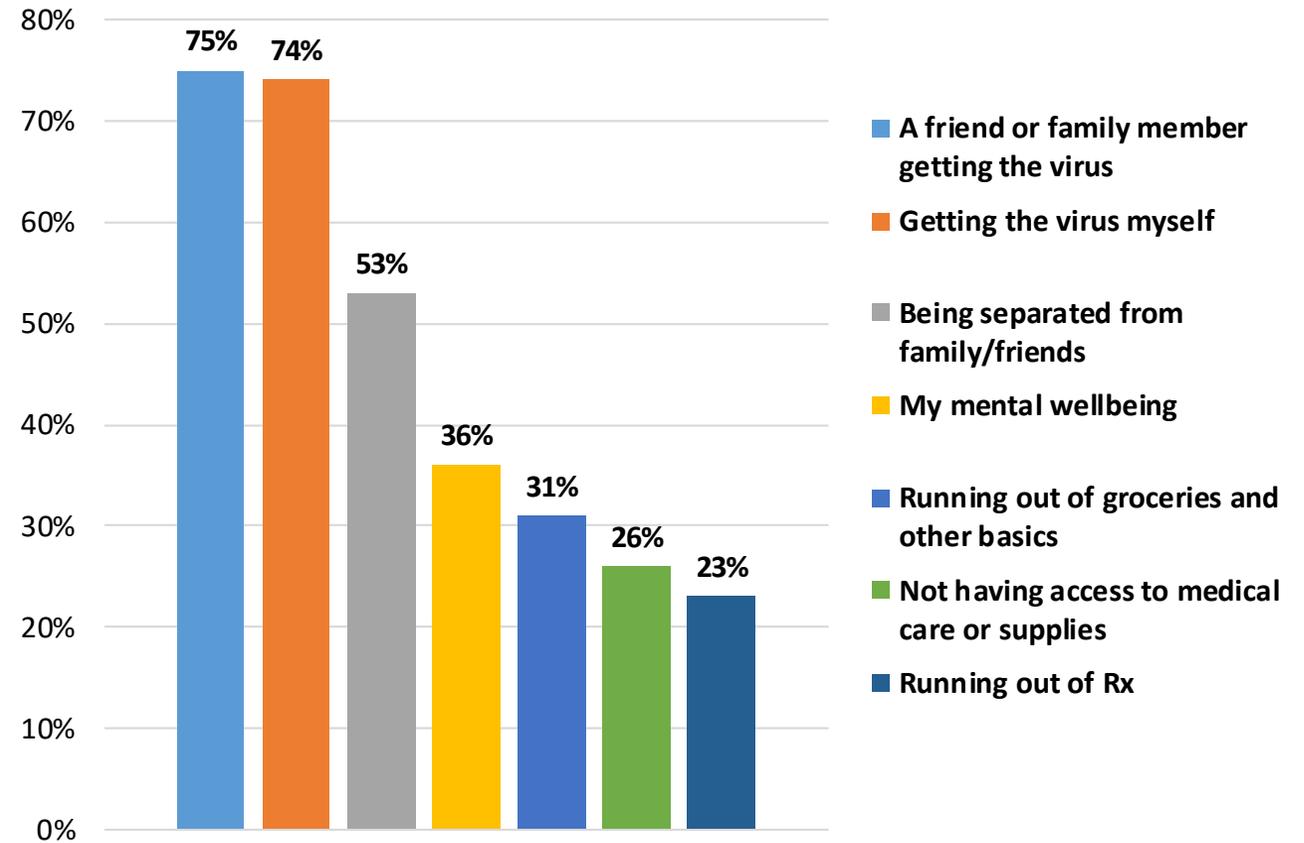


More than one answer to this question was allowed. Those who indicated they would not normally have participated in these activities were excluded from these figures.

Medicare beneficiaries are increasingly worried about being separated from family and friends, and about their mental wellbeing

- 75% of July respondents worry about family or friends getting the coronavirus, about the same as in April.
- 74% worry about getting the virus themselves, compared to 68% in April.
- 53% worry about being separated from family or friends, compared to 43% in April.
- 36% worry about their own mental wellbeing, compared to 22% in April.
- 31% worry about running out of groceries and other basics, the same as in April.
- 26% worry about lack of access to medical care or supplies, about the same as in April.
- 23% worry about running out prescription drugs, compared to 18% in April.

What worries you in the midst of the COVID-19 crisis?

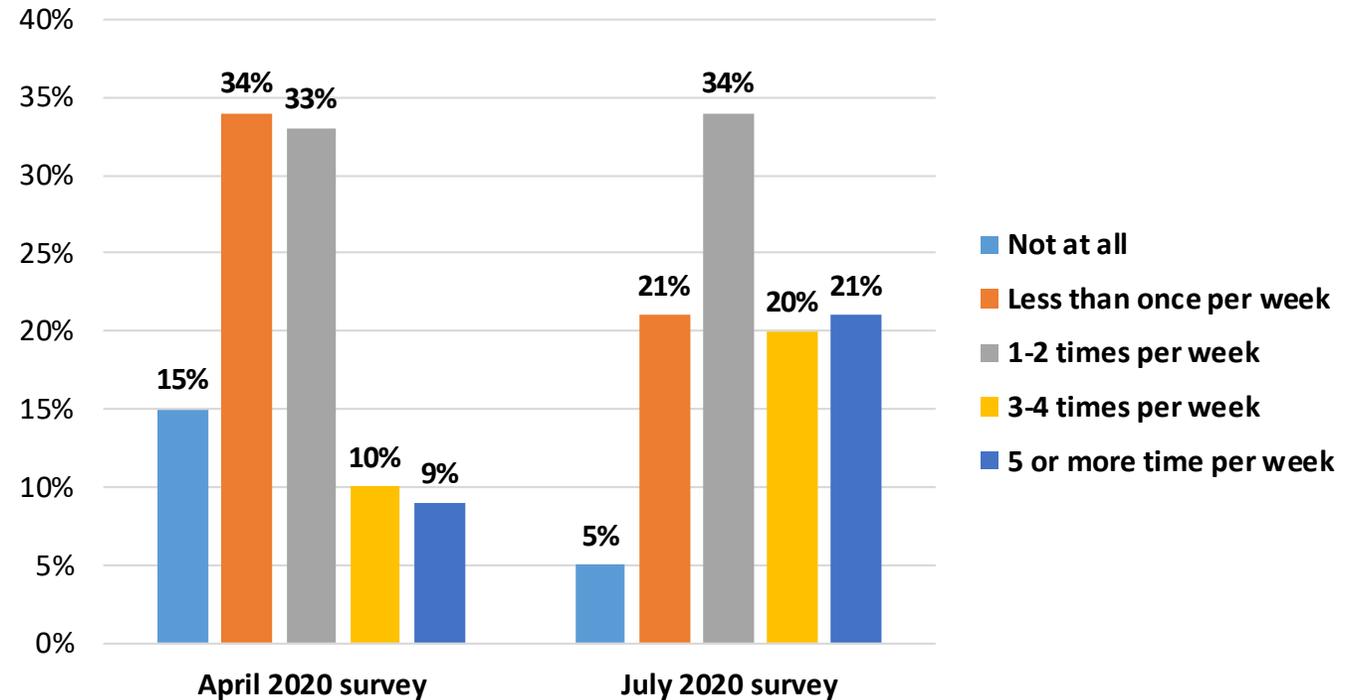


More than one answer to this question was allowed.

Medicare beneficiaries are leaving home more often now than they were earlier in the coronavirus crisis

- 5% of July respondents say they don't go out at all, compared to 15% in April.
- 21% go out less than once per week, compared to 34% in April.
- 34% go out 1-2 times per week, compared to 33% in April.
- 20% go out 3-4 times per week, compared to 10% in April.
- 21% go out 5 or more times per week, compared to 9% in April.

About how often do you leave home these days?



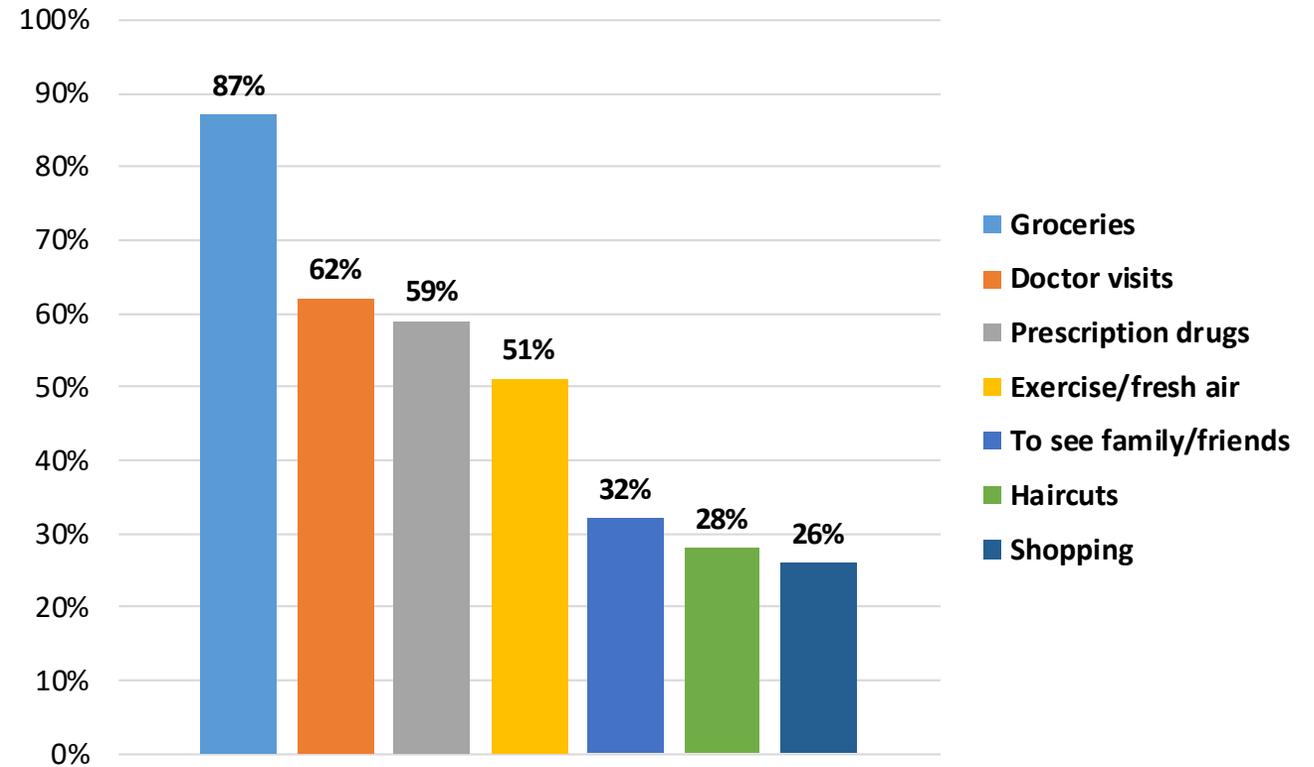
Men are more likely to leave home than women: 51% of men leave home 3 or more times per week, compared to 33% of women.

The wealthier are more likely to leave home often: 34% of those with an income of \$100,000 or more per year go out 5 or more times per week, compared to 14% of those with an income of less than \$25,000 per year.

Significantly more Medicare beneficiaries are visiting the doctor and seeing family and friends than in the spring

- 87% of July respondents say they leave home for groceries, about the same as in April.
- 62% go out for doctor visits, compared to 24% in April.
- 59% go out to pick up prescription drugs, compared to 53% in April.
- 51% go out for exercise, about the same as in April.
- 32% go out to visit friends or family, compared to 4% in April.

When you leave home, what do you go out for?

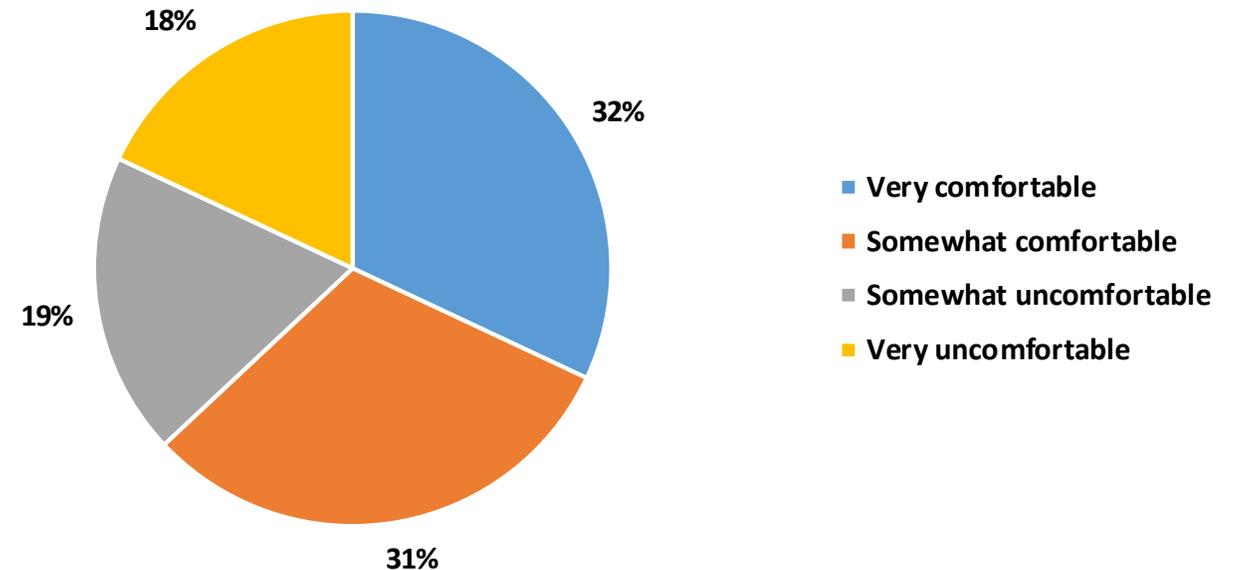


More than one answer to this question was allowed.

One third of Medicare beneficiaries would feel uncomfortable receiving any new coronavirus vaccine this year

- 63% of respondents say they would feel either “very comfortable” (32%) or “somewhat comfortable” (31%) getting a coronavirus vaccine this year.
- 37% of respondents say they would feel either “somewhat uncomfortable” (19%) or “very uncomfortable” (18%) getting a coronavirus vaccine this year.

If a new coronavirus vaccine is made available this year, how comfortable would you feel getting it?



Men are more likely to feel comfortable getting a new vaccine this year: 38% of men say they would feel “very comfortable” getting a coronavirus vaccine this year, compared to 28% of women.

Wealthier people more likely to feel comfortable getting a new vaccine: 47% of those with an annual income over \$100,000 per year would feel “very comfortable” getting a vaccine this year, compared to 26% of those with an income less than \$25,000 per year.

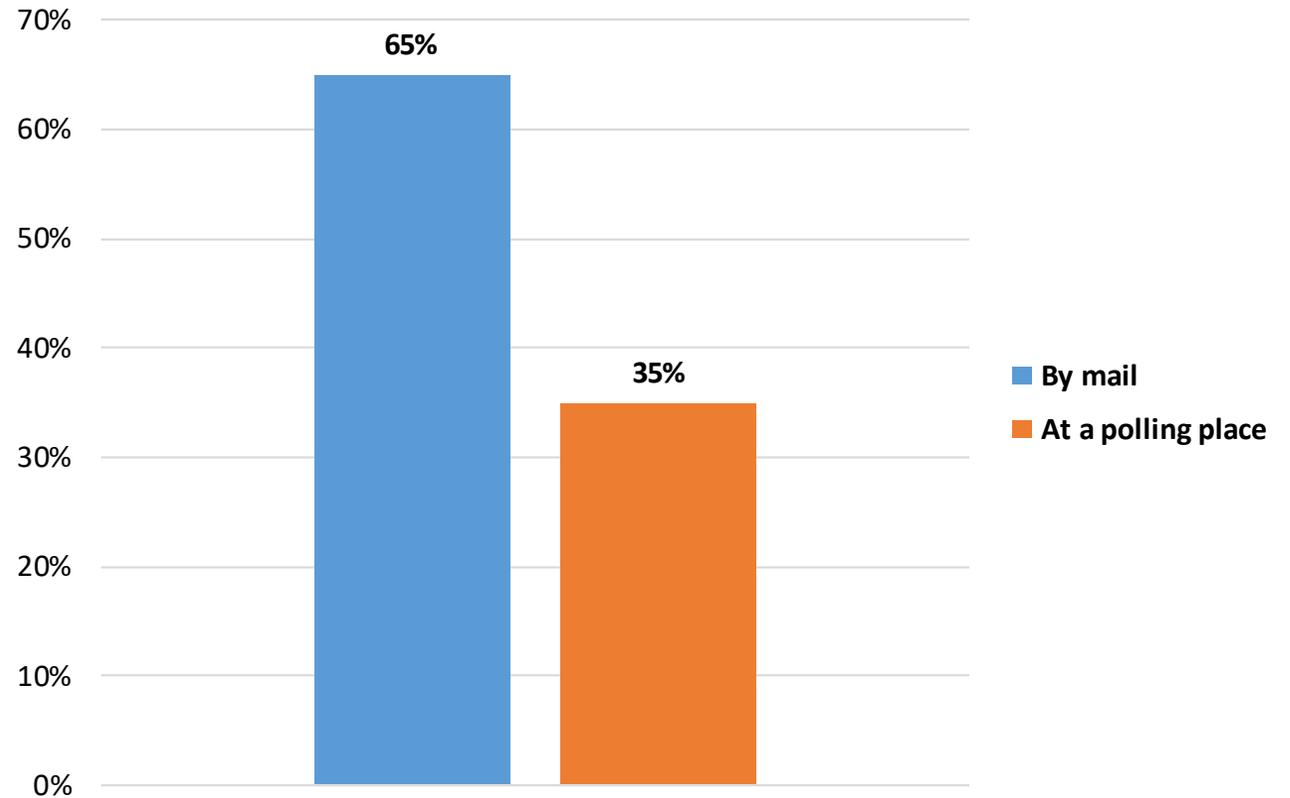
If the coronavirus threat is still high in November, most Medicare beneficiaries would prefer to vote by mail

- 65% of respondents say they would prefer to vote by mail.
- 35% would rather vote at a polling place.

Democratic and Republican voters differ on voting preferences:

If the coronavirus is still a threat, 86% of likely Democratic voters say they would prefer to vote by mail in November, as would 69% of independent voters. By contrast, 61% of likely Republican voters would prefer to vote at a polling place.

If the risk of coronavirus is still high in November, how would you prefer to vote?



Non-voters were excluded for these figures.

Methodology Note

Findings presented in this report are based on a voluntary survey of Medicare beneficiaries who purchased Medicare health insurance products from eHealth. The survey was conducted between July 20 and 21, 2020, and a total of 2,761 responses were collected. Percentages have been rounded to the nearest full percentage point. Total percentages may add to slightly more or less than 100% due to rounding. For the purpose of identifying voter trends, independent voters are defined in this report as those who say they are equally likely to vote for Democratic or Republican candidates.

About eHealth[®]

eHealth, Inc. (NASDAQ: EHTH) operates a leading health insurance marketplace at [eHealth.com](https://www.eHealth.com) and [eHealthMedicare.com](https://www.eHealthMedicare.com) with a technology and service platform that provides consumer engagement, education and health insurance enrollment solutions. Our mission is to connect every person with the highest quality, most affordable health insurance and Medicare plans for their life circumstances. Our platform integrates proprietary and third-party developed educational content regarding health insurance plans with decision support tools to aid consumers in what has traditionally been a confusing and opaque health insurance purchasing process, and to help them obtain the health insurance products that meet their individual health and economic needs. Our omni-channel consumer engagement platform is designed to meet the consumer wherever they prefer to engage with us, and enables consumers to use our services online, through interactive chat, or by telephone with a licensed insurance agent. We have created a marketplace that offers consumers a broad choice of insurance products that include thousands of Medicare Advantage, Medicare Supplement, Medicare Part D prescription drug, individual and family, small business and other ancillary health insurance products from over 180 health insurance carriers across all fifty states and the District of Columbia.