

**TO:** Better Medicare Alliance  
**FR:** Morning Consult  
**DT:** January 2021  
**RE:** Survey Results: Annual Seniors on Medicare Survey

*Morning Consult, on behalf of the Better Medicare Alliance, conducted a poll online between December 11-17, 2020 among a national sample of 1,017 seniors on Medicare. An oversample of 200 seniors on Medicare Advantage were collected for a total sample of n=1,217, including n=700 seniors on Medicare Advantage. Results from the full survey have a margin of error of +/-3%, and results among seniors on Medicare Advantage have a margin of error of +/-4%.*

## KEY FINDINGS

### ***Sentiment Toward Medicare Advantage Coverage***

Nearly all (98%) seniors on Medicare Advantage are satisfied with their Medicare Advantage coverage. Among non-White Medicare Advantage beneficiaries, 99% are satisfied with their Medicare Advantage coverage. Additionally, nearly all seniors on Medicare Advantage are satisfied with the way that their Medicare Advantage plan has handled the COVID-19 pandemic (98%) and with their Medicare Advantage network of doctors, hospitals, and specialists (97%).

Of a list of supplemental benefits provided by many Medicare Advantage plans, seniors on Medicare Advantage are most likely to have personally used vision (64%), dental (48%), telehealth (43%) and wellness (40%) coverage.

### ***Use of Telehealth Services***

The percentage of seniors who have used telehealth services during the COVID-19 pandemic rose from 24% in May 2020 to 40% in December 2020. Among those who have used telehealth services during the COVID-19 pandemic, a strong majority had a favorable experience (91%).

### ***Sentiment Toward Medicare Enrollment***

Seven out of 10 (71%) seniors on Medicare found the process of enrolling in Medicare coverage simple, while 29% found it confusing. Four in five (79%) seniors on Medicare say they are aware of the differences between traditional Medicare, Medicare Advantage, and Medigap coverage. A strong majority (95%) of seniors on Medicare believe it is important to have a choice of plans other than traditional Medicare, including 64% who believe it is *very important*. The total percentage of seniors who believe it is important to have a choice of plans other than traditional Medicare has risen 7% since October 2019.

Among seniors on Medicare Advantage, over half (57%) are not familiar with the 'Star Ratings' system used by the government to grade Medicare Advantage plans on quality. Furthermore, two in three (67%) seniors on Medicare Advantage familiar with the 'Star Ratings' system did not refer to it when selecting a Medicare Advantage plan.

### ***Utilization & Support of Medicare Advantage***

Seniors on Medicare Advantage support maintaining funding of Medicare Advantage. Three quarters (77%) of seniors on Medicare Advantage *strongly oppose* the federal government reducing the amount of money they contribute to Medicare Advantage, even if such cuts are billed as necessary to lower costs to taxpayers or reduce the national debt. A strong majority (93%) of Medicare Advantage beneficiaries also consider a candidate's support for Medicare Advantage important when casting their vote.