I. ATTITUDES TOWARD MANAGED CARE AND REGULATION
Percent of Americans following very/fairly closely the “debate over consumer protection legislation for people covered by HMOs and other managed care health plans”...

CHART 2
MORE AMERICANS NOW SAY HMOs AND MANAGED CARE COMPANIES DOING A BAD JOB

Percent of Americans who say what kind of job each is doing serving health care consumers...

HMOs or health maintenance organizations

Managed care companies

Note: VOL means response was volunteered by respondent, not an explicitly offered choice
SPECIFIC CONCERNS ABOUT MANAGED CARE

Percent of Americans who say during the past few years HMOs and other managed care plans have...

- Decreased the amount of time doctors spend with patients
  - 9/97: 61%
  - 8/98: 64%

- Made it harder for sick to see medical specialists
  - 9/97: 59%
  - 8/98: 62%

- Not made much difference to health care costs
  - 9/97: 55%
  - 8/98: 59%

- Decreased the quality of health care for patients
  - 9/97: 45%
  - 8/98: 56%

- Decreased the quality of health care for the sick
  - 9/97: 51%
  - 8/98: 50%

- Made it easier to get preventive services
  - 9/97: 46%
  - 8/98: 40%

Percent of Americans who say they are worried that their health plan would be more concerned about saving money than about what is the best treatment for them if they were sick

<table>
<thead>
<tr>
<th>8/98</th>
<th>Very worried</th>
<th>Somewhat worried</th>
<th>Not too worried</th>
<th>Not at all worried</th>
</tr>
</thead>
<tbody>
<tr>
<td>33%</td>
<td>26%</td>
<td>17%</td>
<td>22%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9/97</th>
<th>Very worried</th>
<th>Somewhat worried</th>
<th>Not too worried</th>
<th>Not at all worried</th>
</tr>
</thead>
<tbody>
<tr>
<td>18%</td>
<td>29%</td>
<td>21%</td>
<td>30%</td>
<td></td>
</tr>
</tbody>
</table>

Note: Don’t know not shown
CHART 5
PEOPLE IN “HEAVY” MANAGED CARE PLANS MOST WORRIED ABOUT HOW HEALTH PLANS WILL TREAT THEM

Percent of insured Americans under 65 who say they are worried that their health plan would be more concerned about saving money than about what is the best treatment for them if they were sick...

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Very worried</th>
<th>Somewhat worried</th>
<th>Not too worried</th>
<th>Not at all worried</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Heavy” managed care</td>
<td>43%</td>
<td>28%</td>
<td>13%</td>
<td>15%</td>
</tr>
<tr>
<td>“Light” managed care</td>
<td>30%</td>
<td>30%</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>Traditional plan</td>
<td>31%</td>
<td>22%</td>
<td>13%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Note: Don’t know not shown

MORE PEOPLE REPORTING PROBLEMS WITH HEALTH PLANS

Percent of Americans who say during the past few years they or someone they know has...

- Needed more information about how the health plan operates in order to choose among different health plans
  - 1997: 19%
  - 1998: 29%
  - 1998: 36%

- Had difficulty getting a health plan to pay for an emergency room bill
  - 1997: 12%
  - 1998: 19%
  - 1998: 30%

- Had difficulty getting permission from a health plan or regular doctor to see a medical specialist, such as a doctor specializing in cancer
  - 1997: 18%
  - 1998: 26%

- Wanted to file an appeal to an independent reviewer when a health plan denied coverage for a particular medical treatment
  - 1997: 17%
  - 1998: 22%

- Had difficulty getting permission from a health plan or regular doctor to see a gynecologist
  - 1997: 6%
  - 1998: 15%

- Wanted to sue a health plan for malpractice
  - 1997: 9%
  - 1998: 13%

CHART 7

SHAPING PUBLIC VIEWS ON MANAGED CARE

Percent who say their views of HMOs or managed care are most influenced by...

Among those who think HMOs do a bad job:
- Friends and family: 34%
- Own Experience: 43%
- Media coverage: 5%
- 1% Other (vol)
- Don't know

Among those who think managed care plans do a bad job:
- Friends and family: 35%
- Own Experience: 37%
- Media coverage: 6%
- Other (vol): 4%
- Don't know

Note: VOL means response was volunteered by respondent, not an explicitly offered choice

PUBLIC OPINION ON GOVERNMENT SPONSORED CONSUMER PROTECTIONS IN MANAGED CARE

Favor: “The government needs to protect consumers from being treated unfairly and not getting the care they should from HMOs and managed care plans”

Oppose: “Additional government regulation is a bad idea/it isn’t worth it and would raise the cost of health insurance too much for everyone”

Source: Preliminary data from new Kaiser/Harvard national survey of Americans (conducted 8/98); Kaiser/Harvard National Survey of Americans’ Views on Managed Care, November 1997 (conducted 9/97).
CHART 9
SUPPORT FOR CONSUMER PROTECTIONS, BUT COST MATTERS

Would you favor a law that would provide [a variety of consumer protections] ...?

Favor | Oppose | Don't Know
--- | --- | ---
78% | 12% | 10%

If the law passed, do you think you and your family would be …?

Better off | Worse off | Not much effect | Don't Know
--- | --- | --- | ---
41% | 5% | 47% | 7%

Would you still favor this law if it might raise premiums by $200 a year ...?

Favor | Oppose | Don't Know
--- | --- | ---
40% | 40% | 20%

Percent of Americans who say they would favor/oppose a law requiring health plans to allow patients to sue a health plan for malpractice, like they can now sue a doctor...


Note: Don't know not shown
### Chart 11

**Support for Provisions Falls When Potential Consequences Talked About**

Percent of Americans who favor laws requiring health plans to...

<table>
<thead>
<tr>
<th>Basic Question</th>
<th>Cost Increase</th>
<th>Government Too Involved</th>
<th>Employers Drop Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Allow people to appeal to an independent reviewer...</strong></td>
<td>Favor</td>
<td>81</td>
<td>56</td>
</tr>
<tr>
<td></td>
<td>Oppose</td>
<td>12</td>
<td>33</td>
</tr>
<tr>
<td><strong>Allow people to see a specialist...</strong></td>
<td>Favor</td>
<td>82</td>
<td>58</td>
</tr>
<tr>
<td></td>
<td>Oppose</td>
<td>13</td>
<td>33</td>
</tr>
<tr>
<td><strong>Pay for an emergency room visit...</strong></td>
<td>Favor</td>
<td>78</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td>Oppose</td>
<td>15</td>
<td>29</td>
</tr>
<tr>
<td><strong>Allow people to sue health plan directly...</strong></td>
<td>Favor</td>
<td>73</td>
<td>54</td>
</tr>
<tr>
<td></td>
<td>Oppose</td>
<td>19</td>
<td>35</td>
</tr>
</tbody>
</table>

Note: Don't know not shown

II. POLITICS AND PATIENT RIGHTS
Percent of Americans who say a candidate’s position on the following issues is the most important factor in their decision, one of many factors, or not a factor...

<table>
<thead>
<tr>
<th>Issue</th>
<th>Most important factor</th>
<th>One of many factors</th>
<th>Not a factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education and public schools</td>
<td>47%</td>
<td>41%</td>
<td>7%</td>
</tr>
<tr>
<td>Taxes</td>
<td>42%</td>
<td>46%</td>
<td>8%</td>
</tr>
<tr>
<td>Social Security</td>
<td>40%</td>
<td>48%</td>
<td>8%</td>
</tr>
<tr>
<td>Medicare</td>
<td>34%</td>
<td>47%</td>
<td>16%</td>
</tr>
<tr>
<td>Regulating HMOs and other managed care plans</td>
<td>34%</td>
<td>46%</td>
<td>16%</td>
</tr>
<tr>
<td>Tobacco legislation</td>
<td>17%</td>
<td>39%</td>
<td>38%</td>
</tr>
<tr>
<td>Campaign finance reform</td>
<td>15%</td>
<td>45%</td>
<td>33%</td>
</tr>
</tbody>
</table>

Note: Don’t plan/not eligible to vote (vol) and don’t know not shown.

CHART 13
SUPPORT PERSISTS ACROSS PARTY LINES, BUT REPUBLICANS A BIT LESS LIKELY TO SEE PERSONAL BENEFIT FROM CONSUMER PROTECTIONS

Would you favor a law that would provide a variety of consumer protections ...?

<table>
<thead>
<tr>
<th>Party</th>
<th>Favor</th>
<th>Oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Republicans</td>
<td>77%</td>
<td>14%</td>
</tr>
<tr>
<td>Democrats</td>
<td>78%</td>
<td>11%</td>
</tr>
<tr>
<td>Independents</td>
<td>79%</td>
<td>13%</td>
</tr>
</tbody>
</table>

If the law passed, do you think you and your family would be ...?

<table>
<thead>
<tr>
<th>Party</th>
<th>Better off</th>
<th>Worse off</th>
<th>Not much effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Republicans</td>
<td>37%</td>
<td>8%</td>
<td>50%</td>
</tr>
<tr>
<td>Democrats</td>
<td>44%</td>
<td>3%</td>
<td>45%</td>
</tr>
<tr>
<td>Independents</td>
<td>44%</td>
<td>4%</td>
<td>46%</td>
</tr>
</tbody>
</table>

Note: Don’t know not shown
Percent of Americans, by political party, who say they would favor a law allowing patients to sue a health plan for malpractice, like they can now sue a doctor...

CHART 15
AMERICANS HAVE SEEN MORE ADS ABOUT DEBATE... AND IMPACT FAVORS SUPPORTERS

Percent of Americans who say in the past few months they have seen or heard of TV, radio, or other media ads about the proposed legislation to regulate health plans and protect consumers.

Percent of people who were aware of the ads about proposed legislation to regulate health plans who say the ads have made them...

- More likely to support the legislation: 40%
- Less likely to support legislation: 10%
- Not much effect: 34%
- Don’t know: 16%

Note: Don’t know not shown
### CHART 16

**POLITICAL PARTIES AND MANAGED CARE**

Percent of Americans who say they trust each political party more to...

<table>
<thead>
<tr>
<th>Make sure that managed care and health insurance plans provide people with the care they need</th>
<th>Republicans</th>
<th>Democrats</th>
<th>Both (vol)</th>
<th>Neither (vol)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>31%</td>
<td>37%</td>
<td>5%</td>
<td>20%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Keep health care costs under control</th>
<th>Republicans</th>
<th>Democrats</th>
<th>Both (vol)</th>
<th>Neither (vol)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>35%</td>
<td>31%</td>
<td>5%</td>
<td>23%</td>
</tr>
</tbody>
</table>

If Congress doesn’t pass legislation to regulate health plans and protect the rights of consumers, which political party would you hold most responsible?

<table>
<thead>
<tr>
<th>Republicans</th>
<th>Democrats</th>
<th>Both (vol)</th>
<th>Neither (vol)</th>
</tr>
</thead>
<tbody>
<tr>
<td>35%</td>
<td>20%</td>
<td>17%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Note: Don’t know not shown; **VOL** means response was volunteered by respondent, not an explicitly offered choice

PUBLIC DOESN’T BELIEVE DEBATE ABOUT PATIENTS’ RIGHTS IS FOR REAL

Percent of Americans who say members of Congress are... 

- 66% Just using consumer protection laws for political advantage
- 25% Serious about passing laws to protect consumers
- 9% Don’t know