

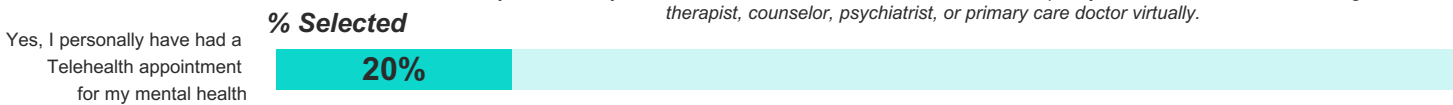
**TO:** The Alliance to Fight for Health Care  
**FR:** Morning Consult  
**DT:** December 2021  
**RE:** Telehealth



## TELEHEALTH IS AN IMPORTANT BENEFIT TO ADULTS, ESPECIALLY FOR MENTAL HEALTH

- More than two in five insured adults report (44%) they have personally had a telehealth appointment in the past two years while 14% report knowing someone in their family who has.
- A fifth (20%) report using telehealth for mental health over the past year – which includes meeting with a therapist, counselor, psychiatrist, or primary care doctor virtually. Additionally, 8% report knowing someone in their family who has.

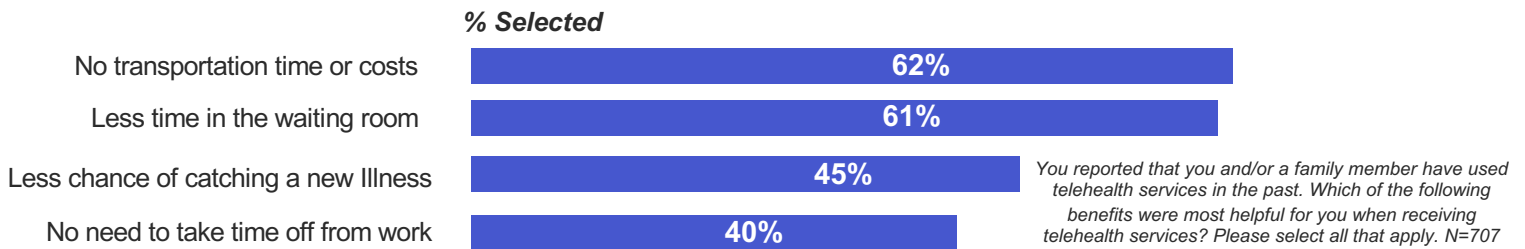
*Have you or a family member used telehealth for mental health over the past year? This could include meeting with a therapist, counselor, psychiatrist, or primary care doctor virtually.*



- Mental health care is the second most-common use of telehealth services among those surveyed, behind primary care visits. Sixty-two percent of insured adults would be willing to receive mental health care virtually, driven strongly by those younger than 45.

## UNDERSTANDING PAST-TELEHEALTH EXPERIENCES

- Adults who have had a telehealth appointment, or have a family member who did so, reported a wide variety of advantages for patients



- Forty-five percent of adults who have had a telehealth appointment or have a family member who did so report receiving care for a primary care visit while more than a third report it was for mental or behavioral health (36%).
- Nine in ten insured adults report having a positive experience during their or a family member’s telehealth visit.

## ADULTS SUPPORT OFFERING CARE TO PATIENTS VIRTUALLY OUTSIDE THEIR AREA

- More than three quarters of insured adults support allowing providers to offer virtual care to patients outside their areas or states while minimal oppose.



*Do you support or oppose allowing providers offering care to patients virtually, even if the patient does not live in the area or state of the patient?*

- Additionally, three in four adults support (77%) allowing employers to offer telehealth visits to employees without having to pay their deductibles while 9% oppose.

This poll was conducted between November 1 – November 8, 2021 among a national sample of 1295 adults who have health insurance through their employer or individual coverage from the marketplace. The interviews were conducted online. Results from the full survey have a margin of error of plus or minus 3%. Some geographies may be weighted with fewer variables depending on local census data availability.