

CHART 1

## MAKING THE GRADE

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Percent of Americans under 65 with insurance who give their health plan a grade...

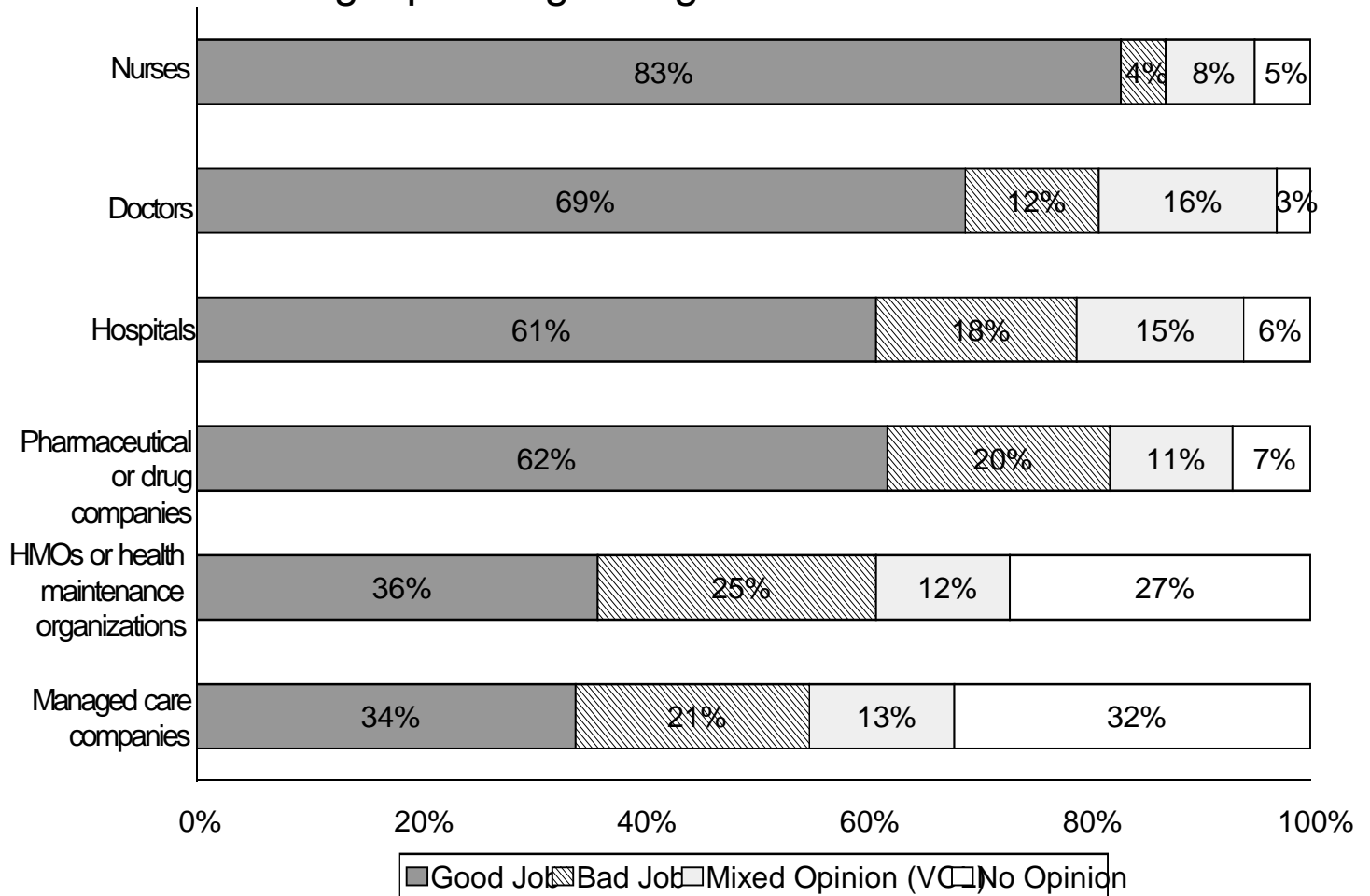
<u>Grade</u>	<u>Managed Care Enrollees</u>	<u>People with Traditional Coverage</u>
<b>A</b>	22%	33%
<b>B</b>	44%	34%
<b>C</b>	22%	15%
<b>D</b>	8%	4%
<b>F</b>	2%	0%

Note: "Don't Know" not shown

Source: Kaiser/Harvard National Survey of Americans Views on Managed Care, 1997.

# CHART 2 HOW HEALTH CARE GROUPS STACK UP IN PUBLIC'S EYE

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



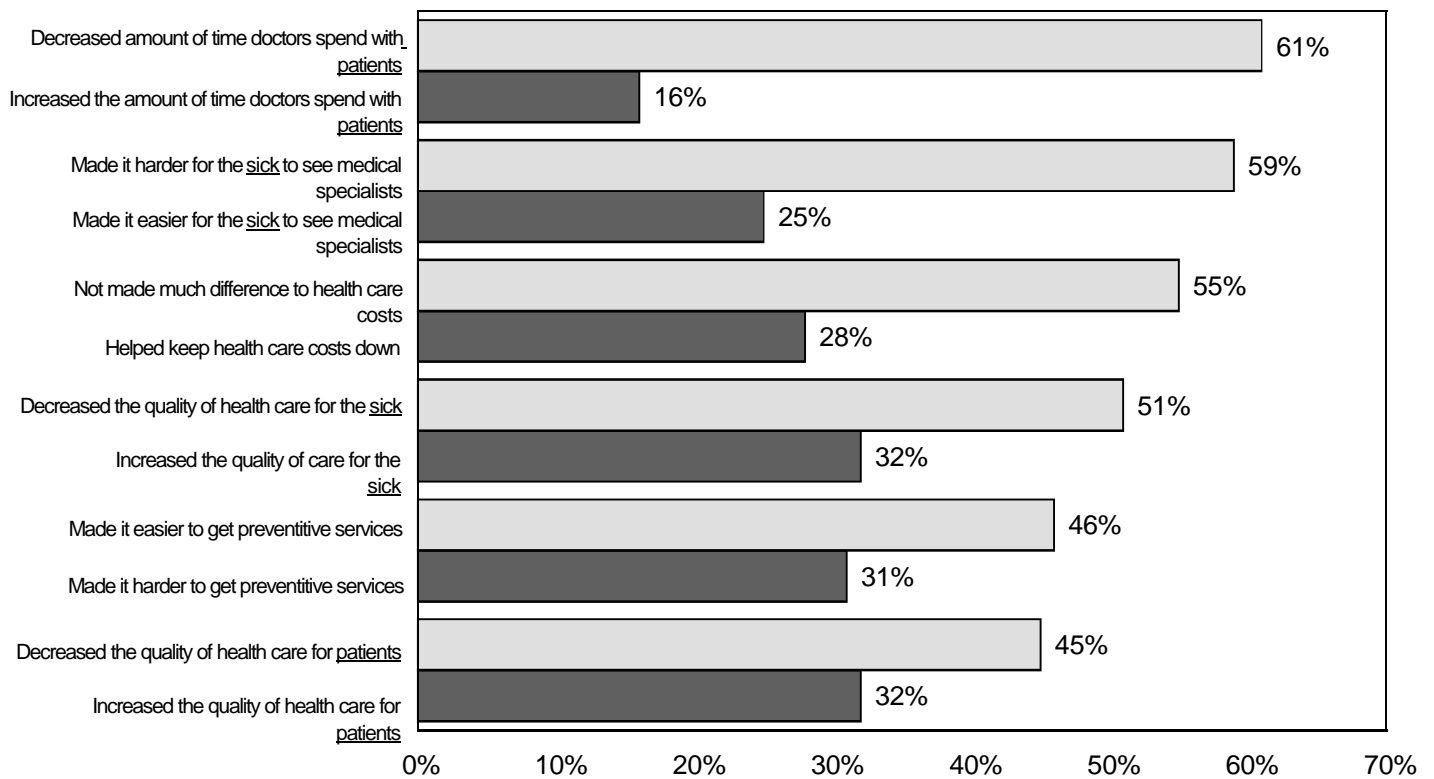
Note: **VOL** means response was volunteered by respondent, not an explicitly offered choice.

Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.

CHART 3

# PUBLIC LEANS MORE NEGATIVE THAN POSITIVE ON KEY ASPECTS OF MANAGED CARE

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



Note: "No effect" (**VOL**) and "Don't Know" not shown. **VOL** means response was volunteered by respondent, not an explicitly offered choice.

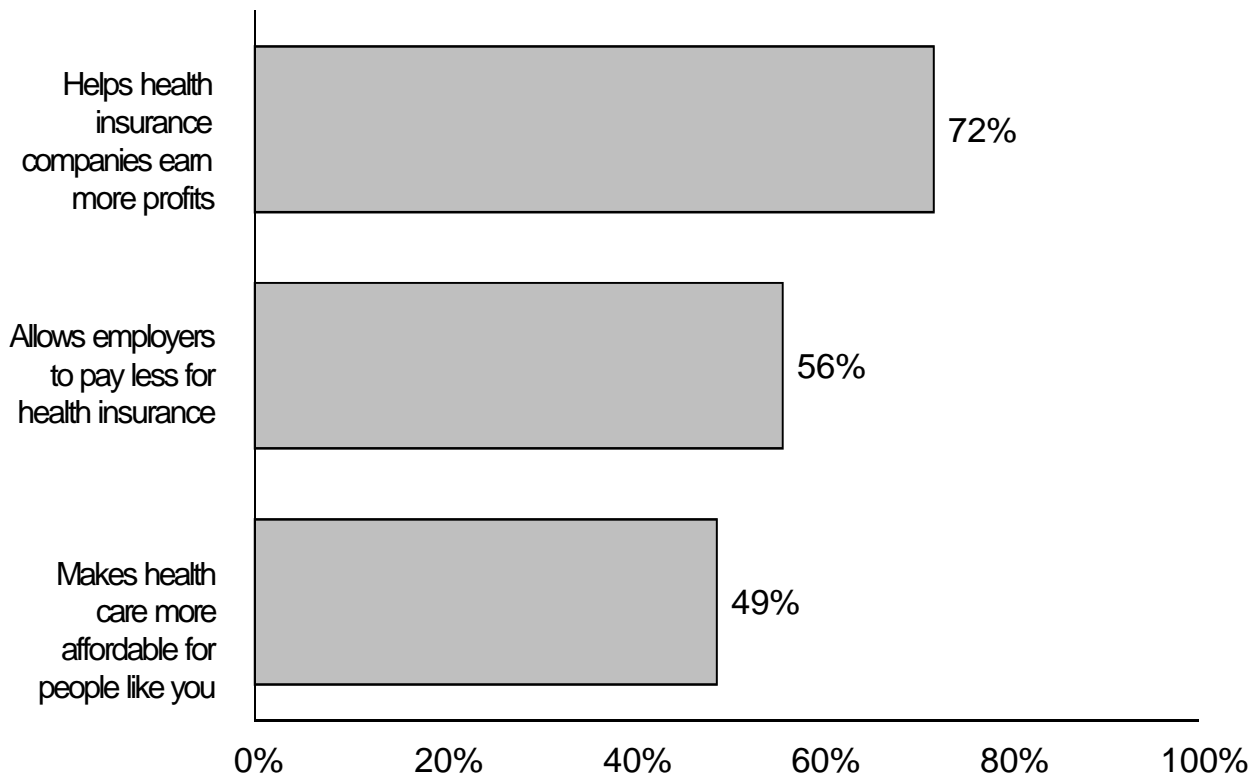
Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care,

1997

CHART 4

## WHO BENEFITS FROM MANAGED CARE SAVINGS?

Percent of Americans who say the money saved by  
HMOs and other managed care plans...

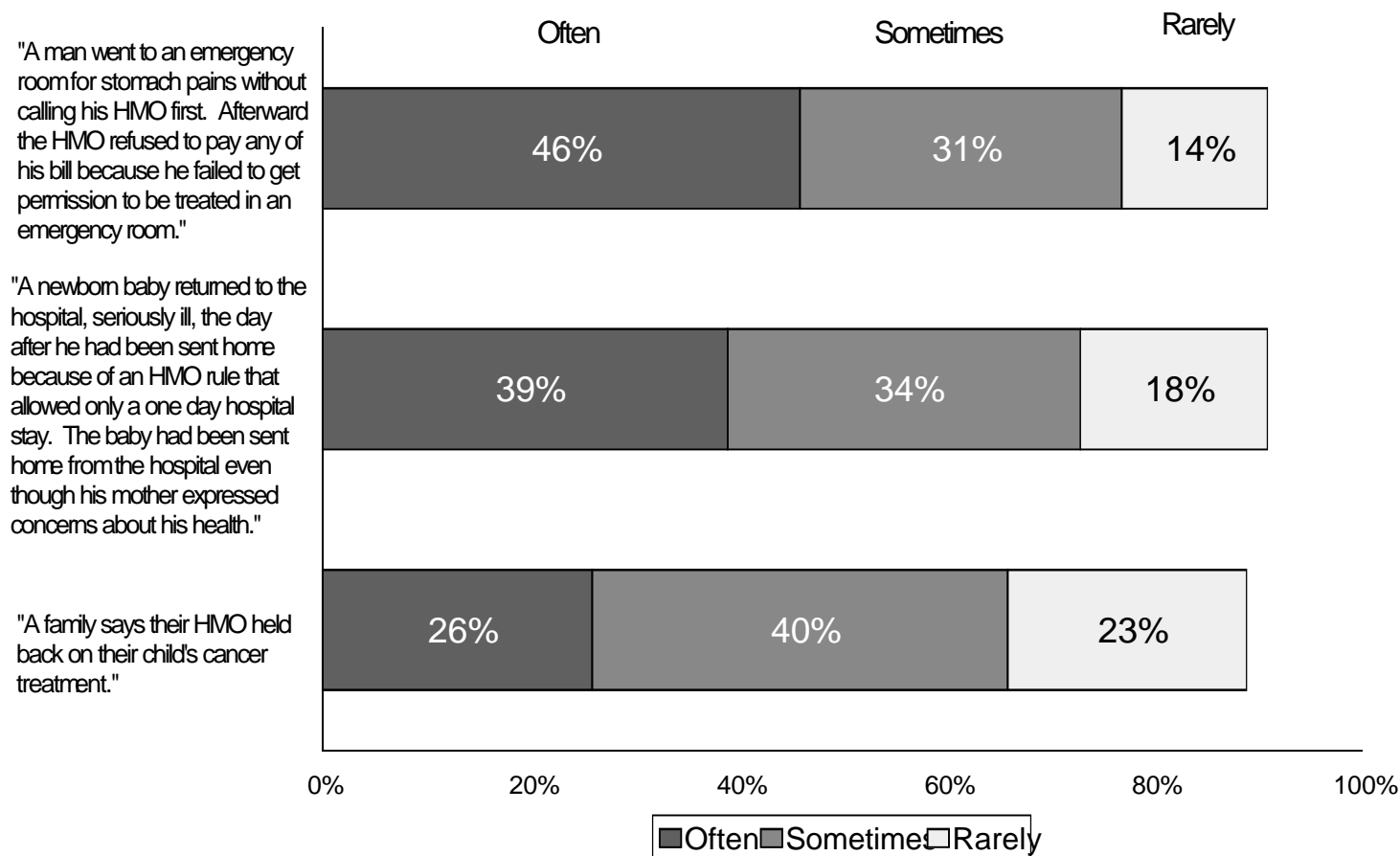


Source: *Kaiser/Harvard National Survey of Americans' Views on Managed Care*, 1997.

## CHART 5

# PUBLIC PERCEPTIONS

Percent of Americans who say  
each of the following experiences taken from news stories happen...



Note: "Don't Know" not shown.

Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.

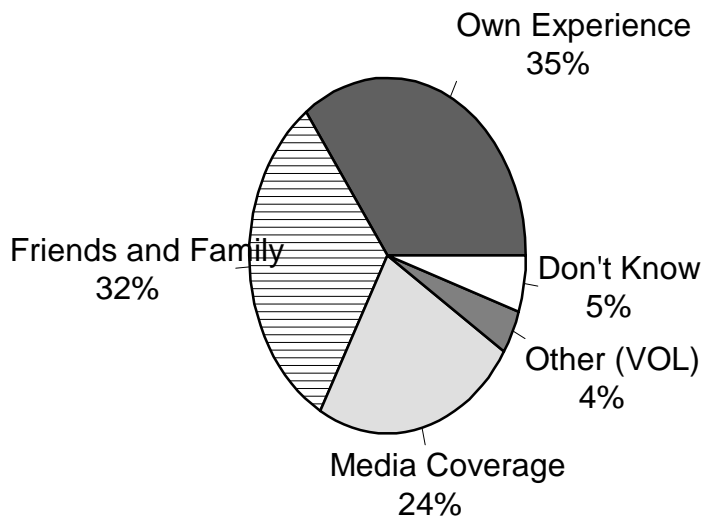
## CHART 6

# SHAPING PUBLIC OPINION ON MANAGED CARE

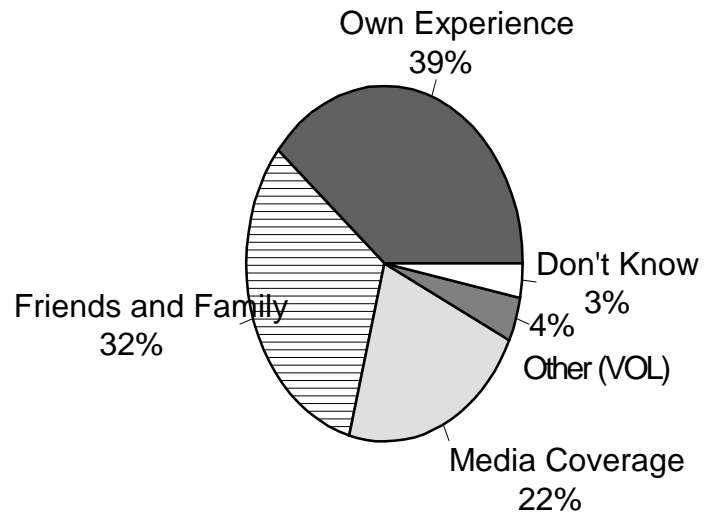
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Percent of Americans who say their views of managed care are most influenced by...

Among Those with a Favorable View



Among Those with an Unfavorable View



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

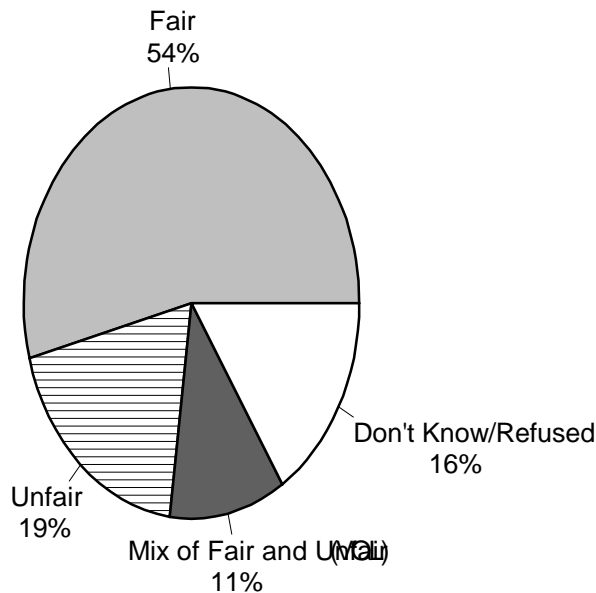
Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.

CHART 7

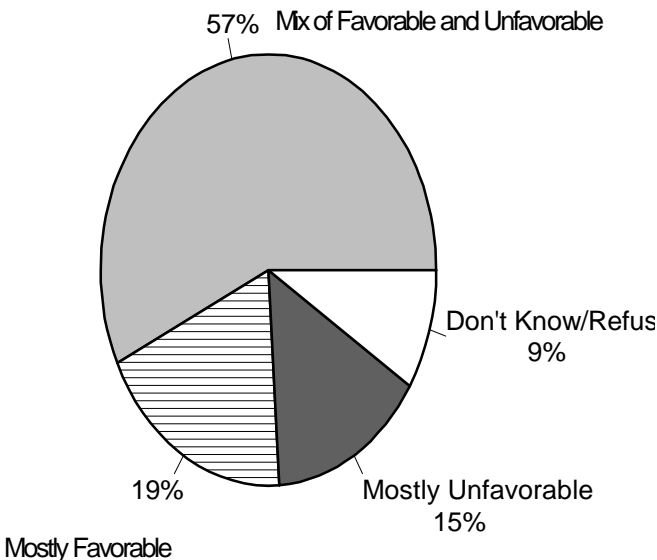
# HOW THE PUBLIC VIEWS NEWS ABOUT MANAGED CARE

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Is Media Coverage Fair?



Is Media Coverage Balanced?



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

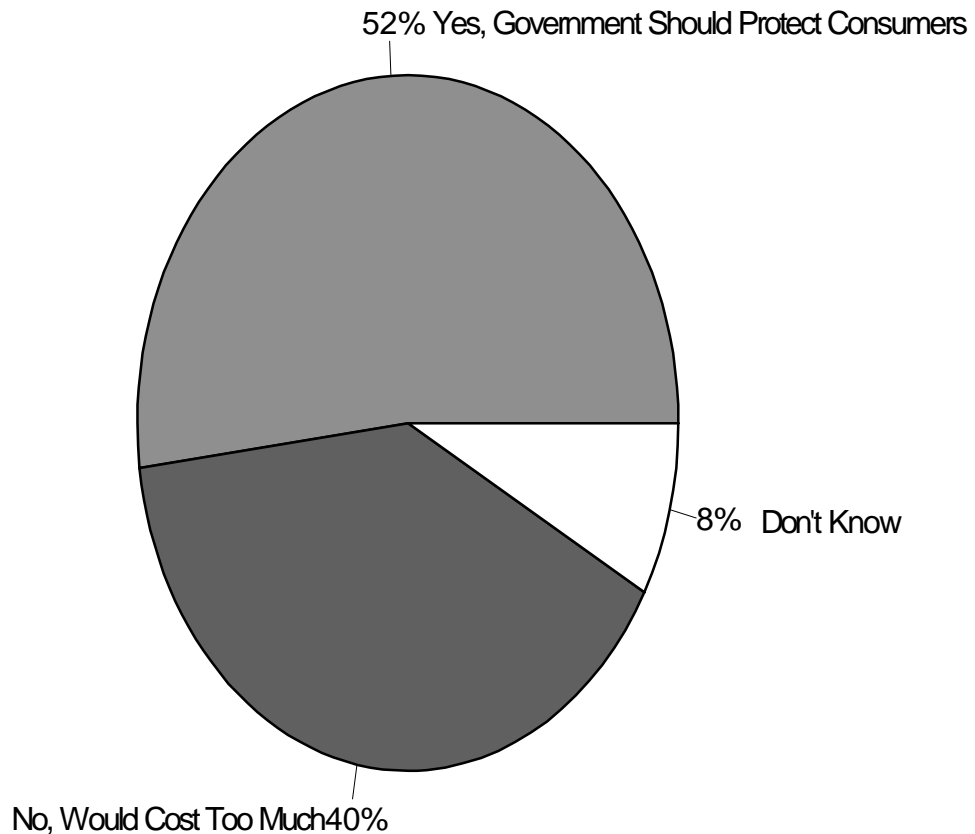
Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997

## CHART 8

# SHOULD MANAGED CARE BE REGULATED?

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"Some people say the government needs to protect consumers from being treated unfairly and not getting care they should from managed care plans. Others say the additional government regulation isn't worth it because it would raise the cost of health insurance too much for everyone. " Percent of Americans who say...

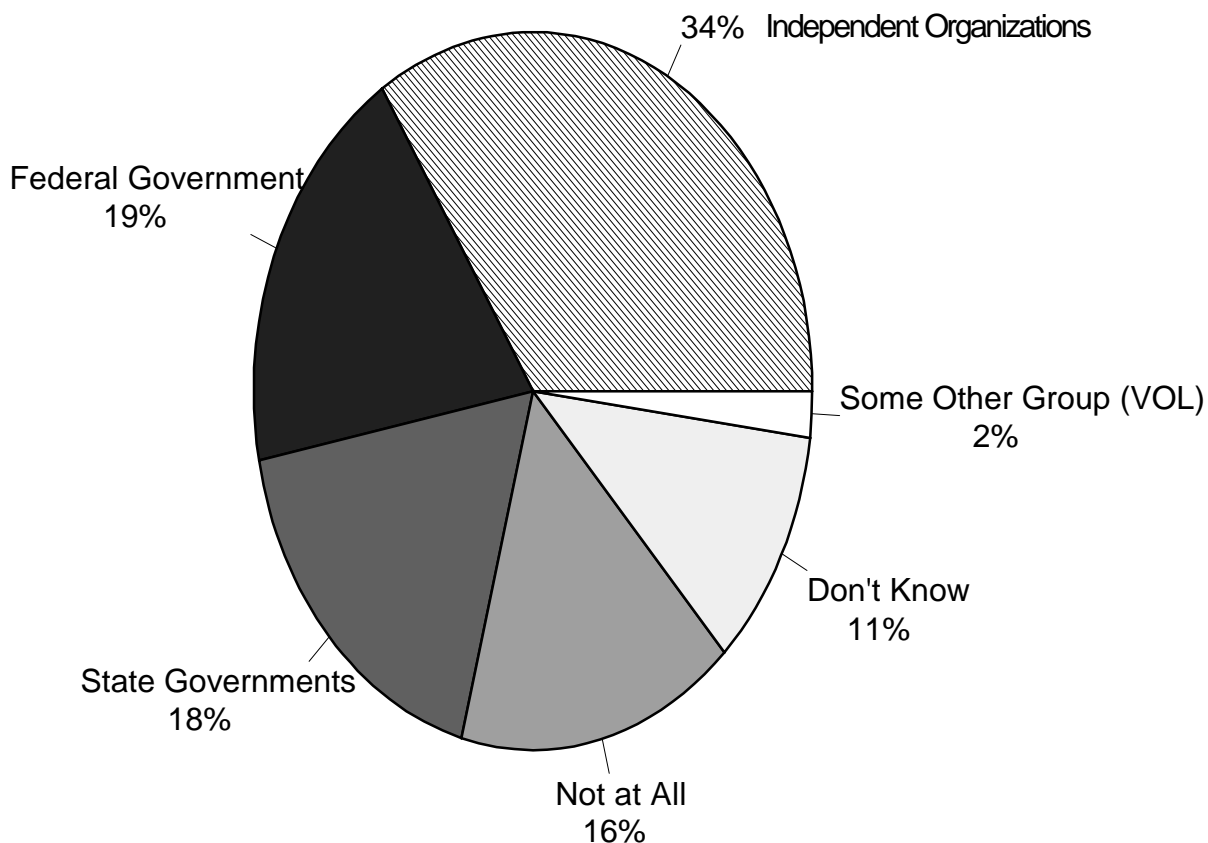


Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.

CHART 9

## WHO SHOULD REGULATE MANAGED CARE?

"In recent months different groups have said something needs to be done to regulate the operations of HMO's and other managed care plans." Percent of Americans who say they would "most" like to see managed care regulated by...



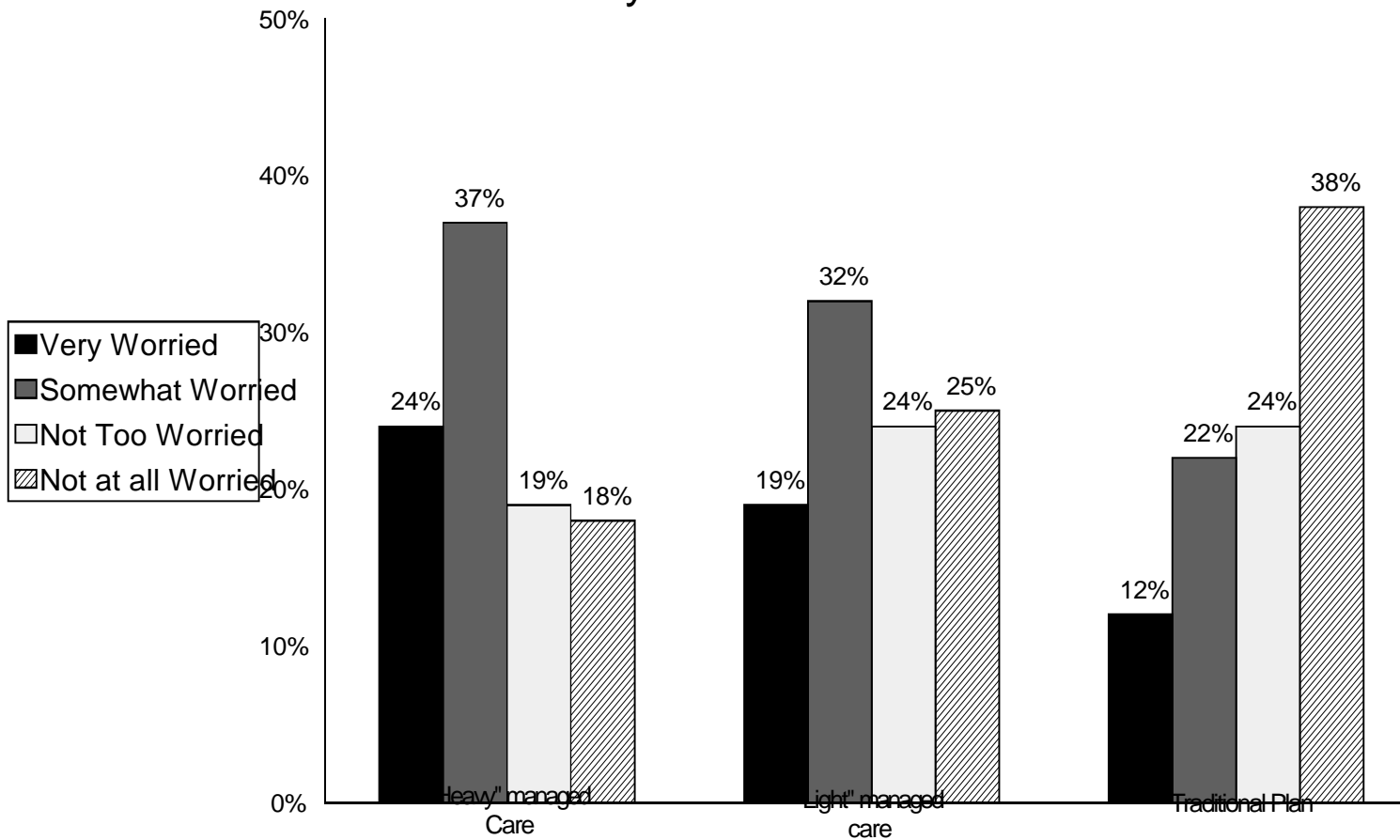
Note: **VOL** means response was volunteered by respondent, not an explicitly offered choice.

Source: *Kaiser/Harvard National Survey of Americans' Views on Managed Care*, 1997.

# CHART 10

## COST CONSCIOUSNESS VS. BEST MEDICAL TREATMENT?

Percent of Americans under 65 with insurance by type of coverage 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.



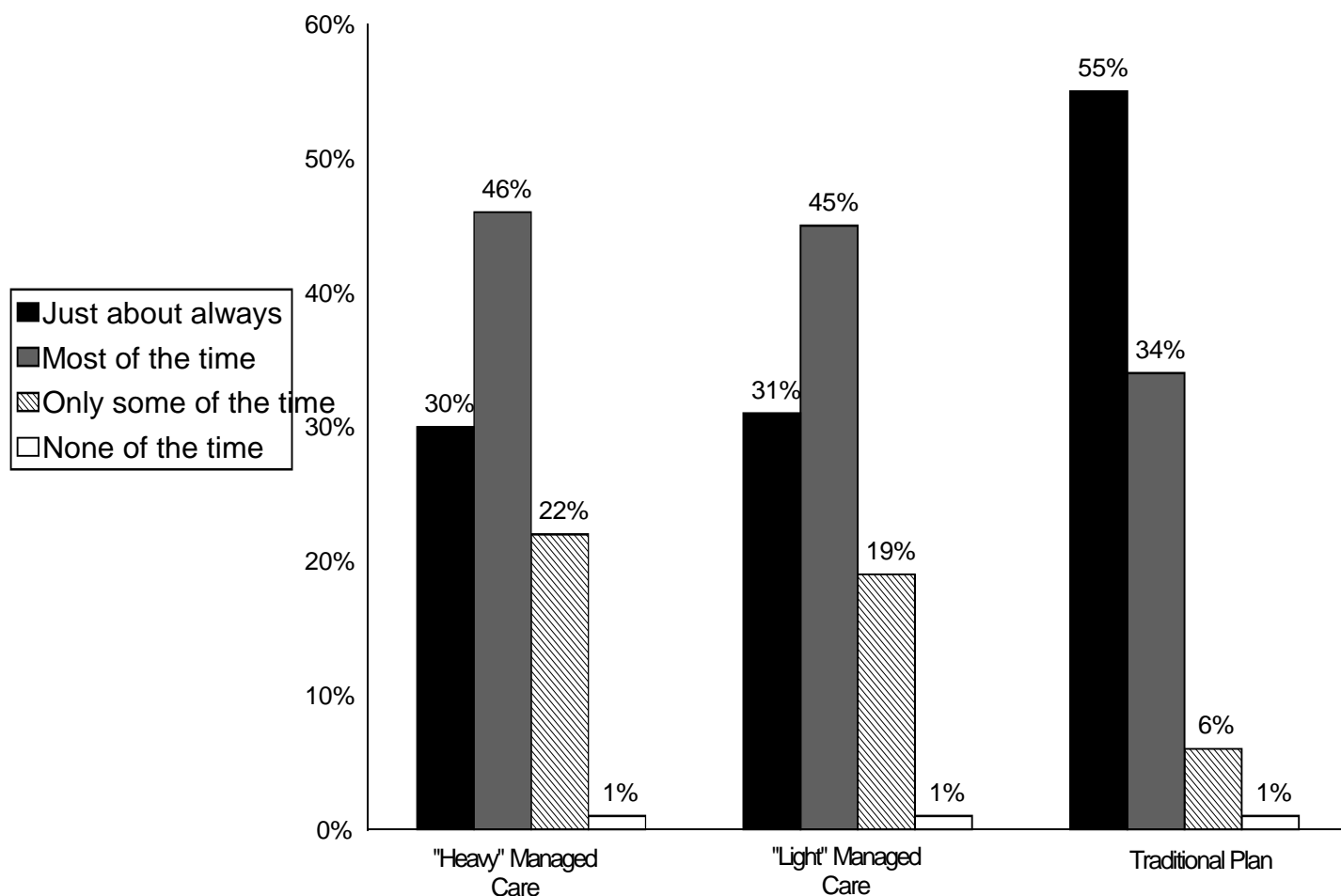
Note: "Don't Know" not shown.

Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.

CHART 11

## DOING THE "RIGHT THING"

Percent of Americans under 65 with insurance by type of coverage who say they trust their health plan to do the "right thing" for your care...



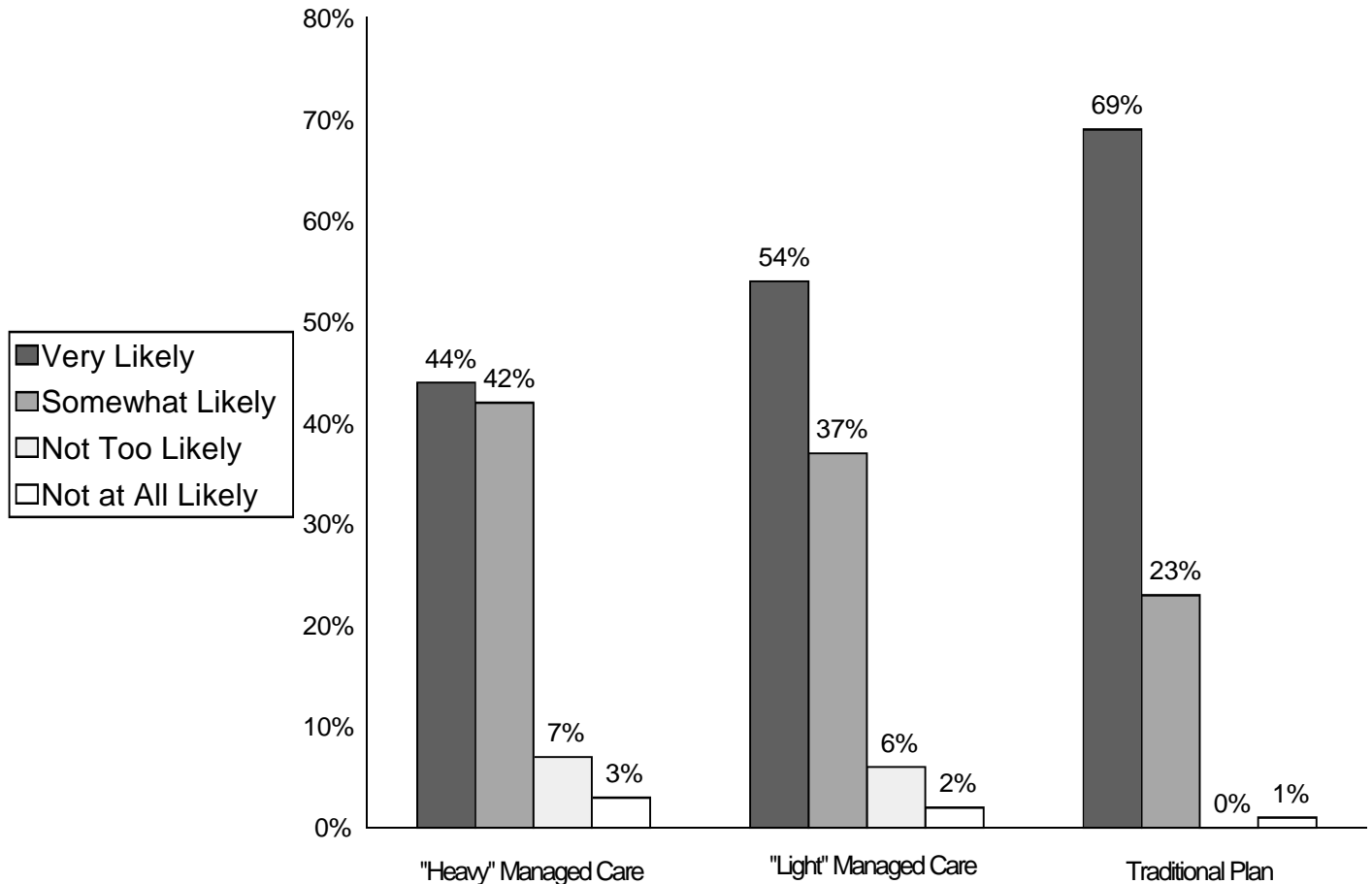
Note: "Don't Know" not shown.

Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.

CHART 12

# WOULD YOUR HEALTH PLAN PAY?

Percent of Americans under 65 with insurance by type of coverage who say how likely they think their plan would be to pay if they had a serious medical problem requiring costly treatment...



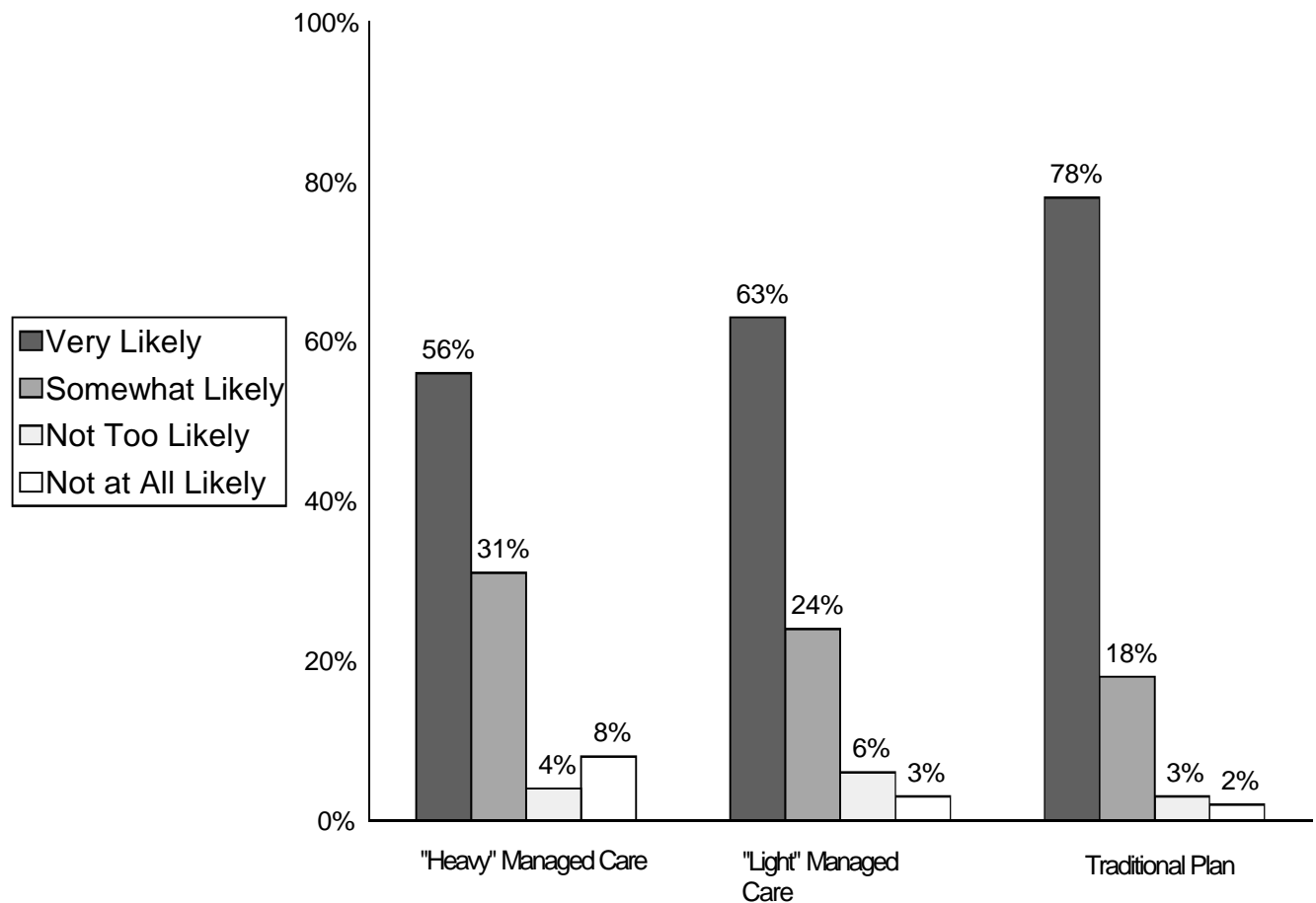
Note: "Don't Know" not shown.

Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.

CHART 13

## WOULD YOUR HEALTH PLAN PAY FOR AN E.R. VISIT?

Percent of Americans under 65 with insurance by type of coverage who say how likely they think their plan would be to pay if they went to the emergency room...



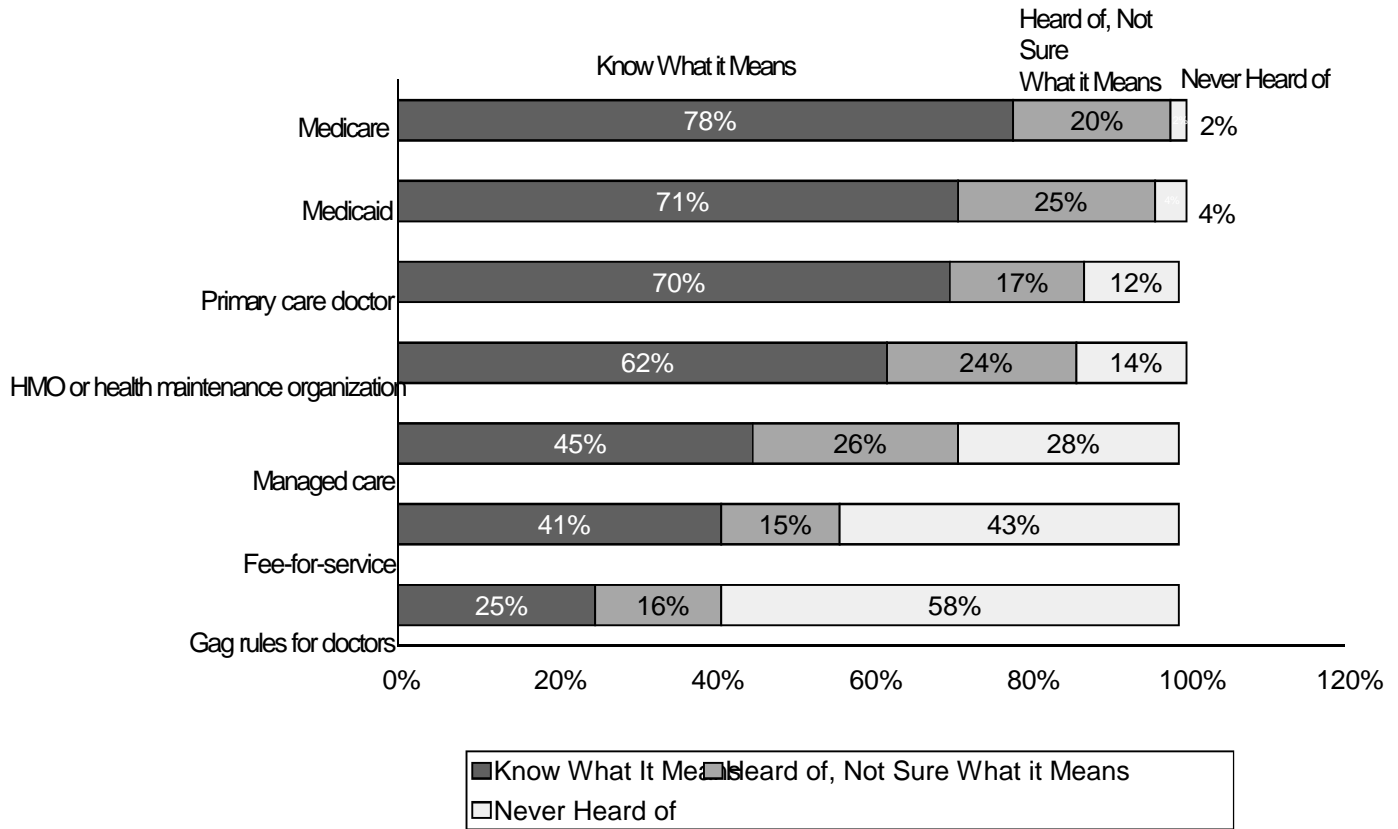
Note: "Don't Know" not shown.

Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.

# CHART 14

## MANAGED... WHAT?

Percent of Americans who say they are familiar with each...



Note: "Don't Know" not shown.

Source: Kaiser/Harvard National Survey of Americans' Views on Managed Care, 1997.