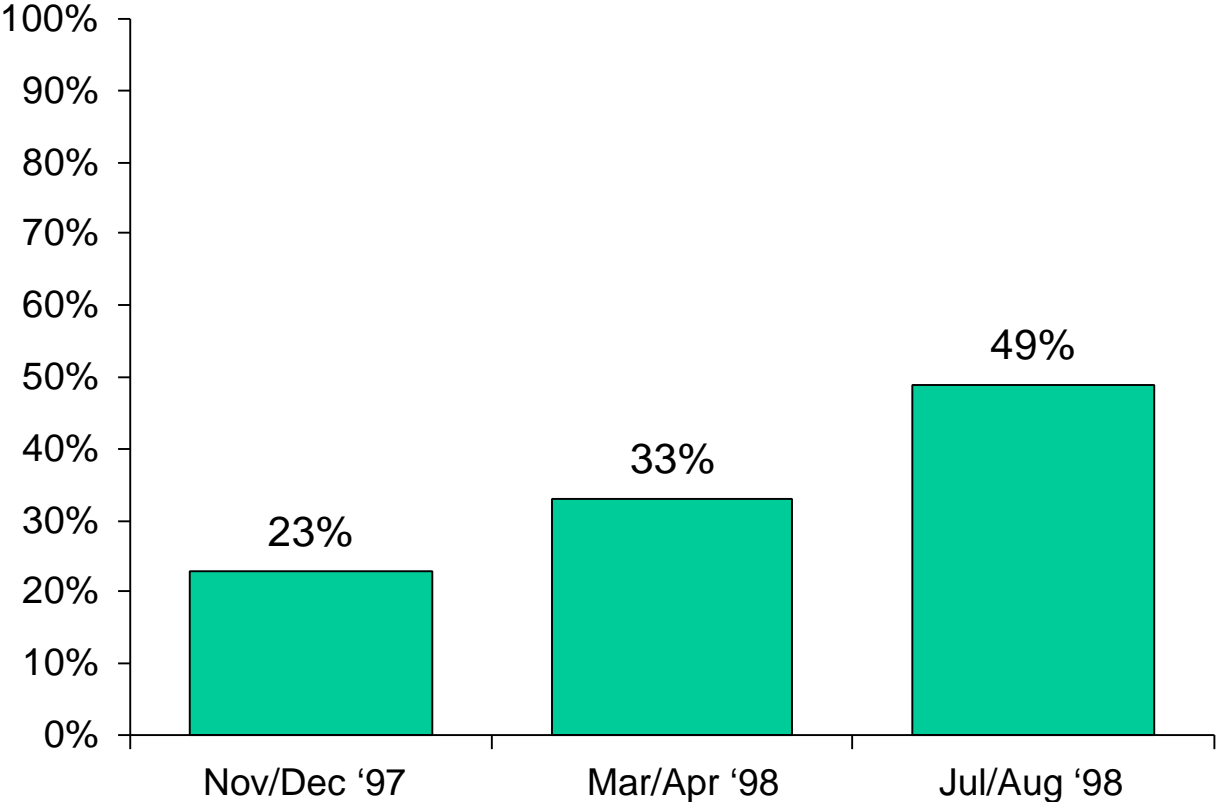

I. ATTITUDES TOWARD
MANAGED CARE
AND REGULATION

CHART 1

FOLLOWING THE ISSUE

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

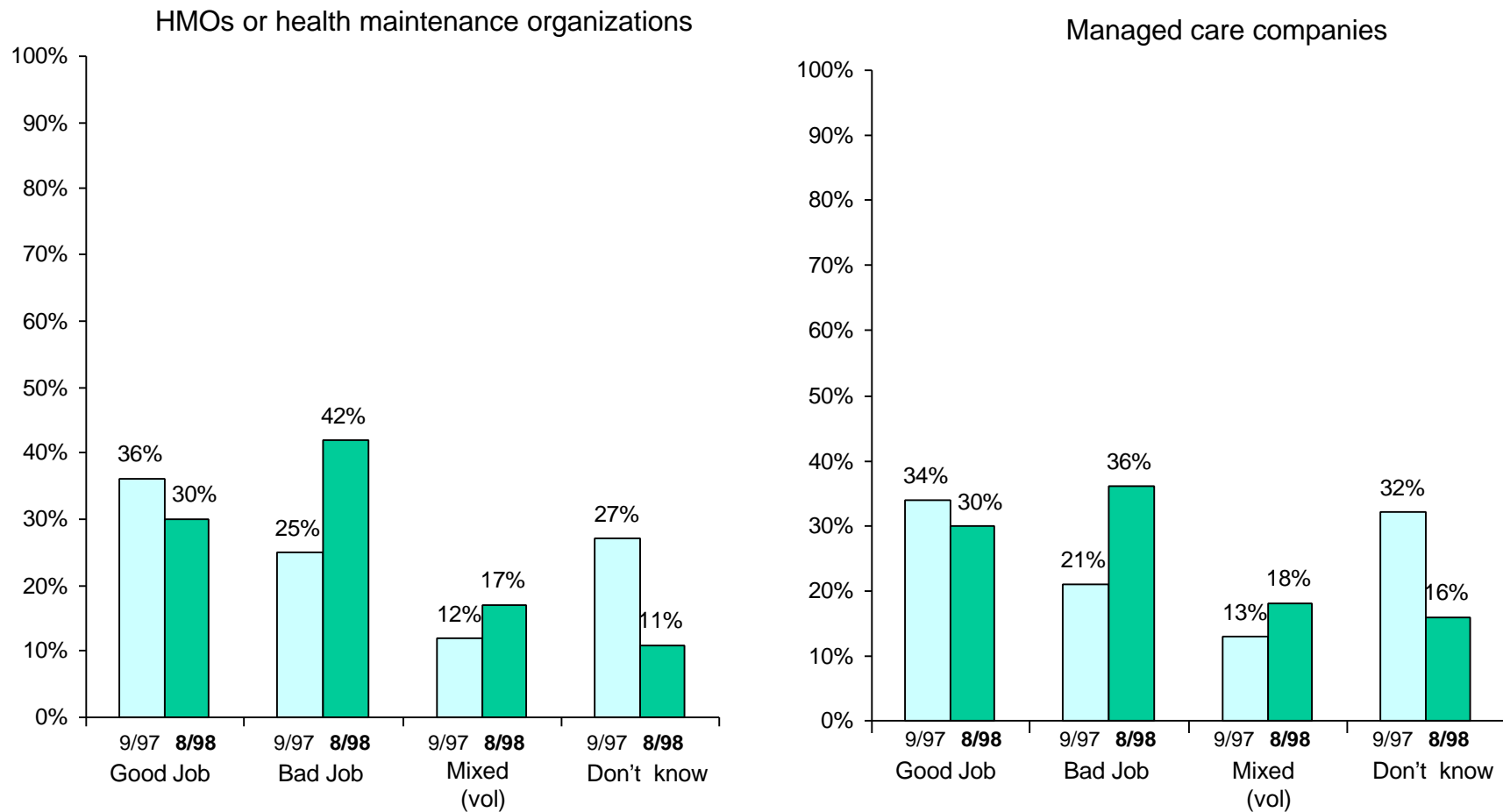


Source: Kaiser/Harvard Health News Index, Nov/Dec'97, March/April '98, Jul/Aug '98.

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...



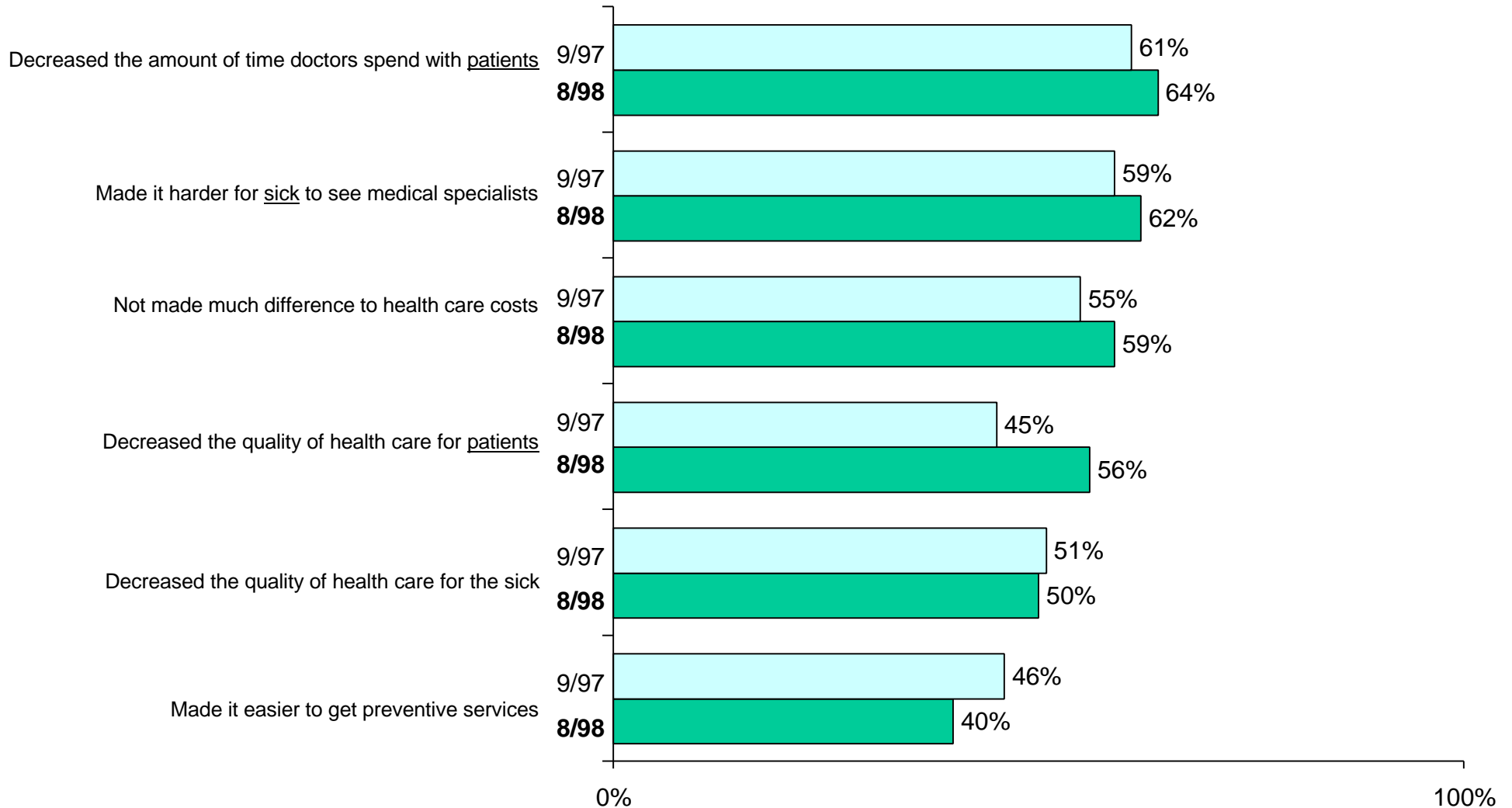
Note: **VOL** means response was volunteered by respondent, not an explicitly offered choice

Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98); Kaiser/Harvard National Survey of Americans' Views on Managed Care, November 1997 (conducted 9/97).

CHART 3

SPECIFIC CONCERNS ABOUT MANAGED CARE

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

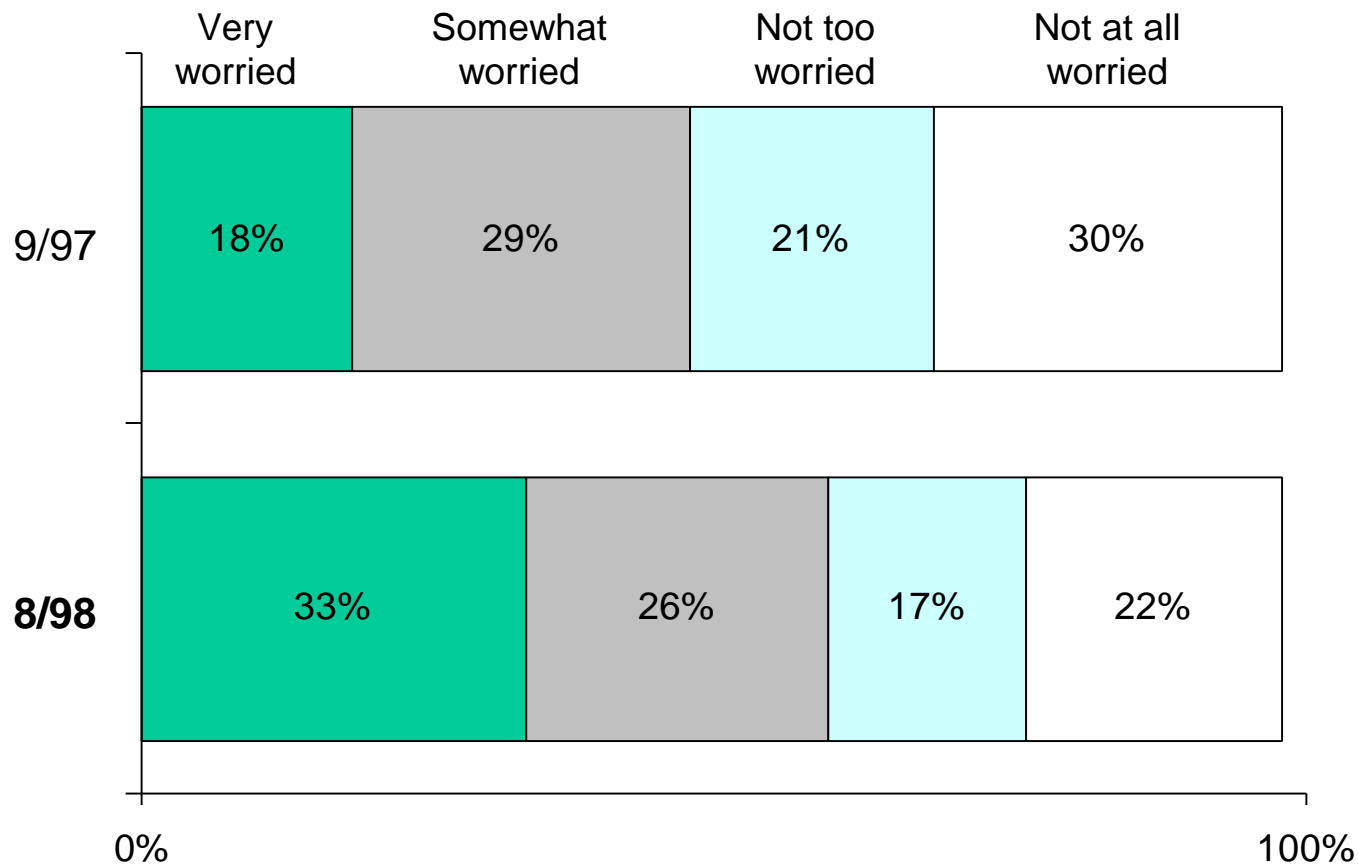


Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98); Kaiser/Harvard National Survey of Americans' Views on Managed Care, November 1997 (conducted 9/97).

CHART 4

AMERICANS MORE WORRIED ABOUT HOW HEALTH PLANS WILL TREAT THEM

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



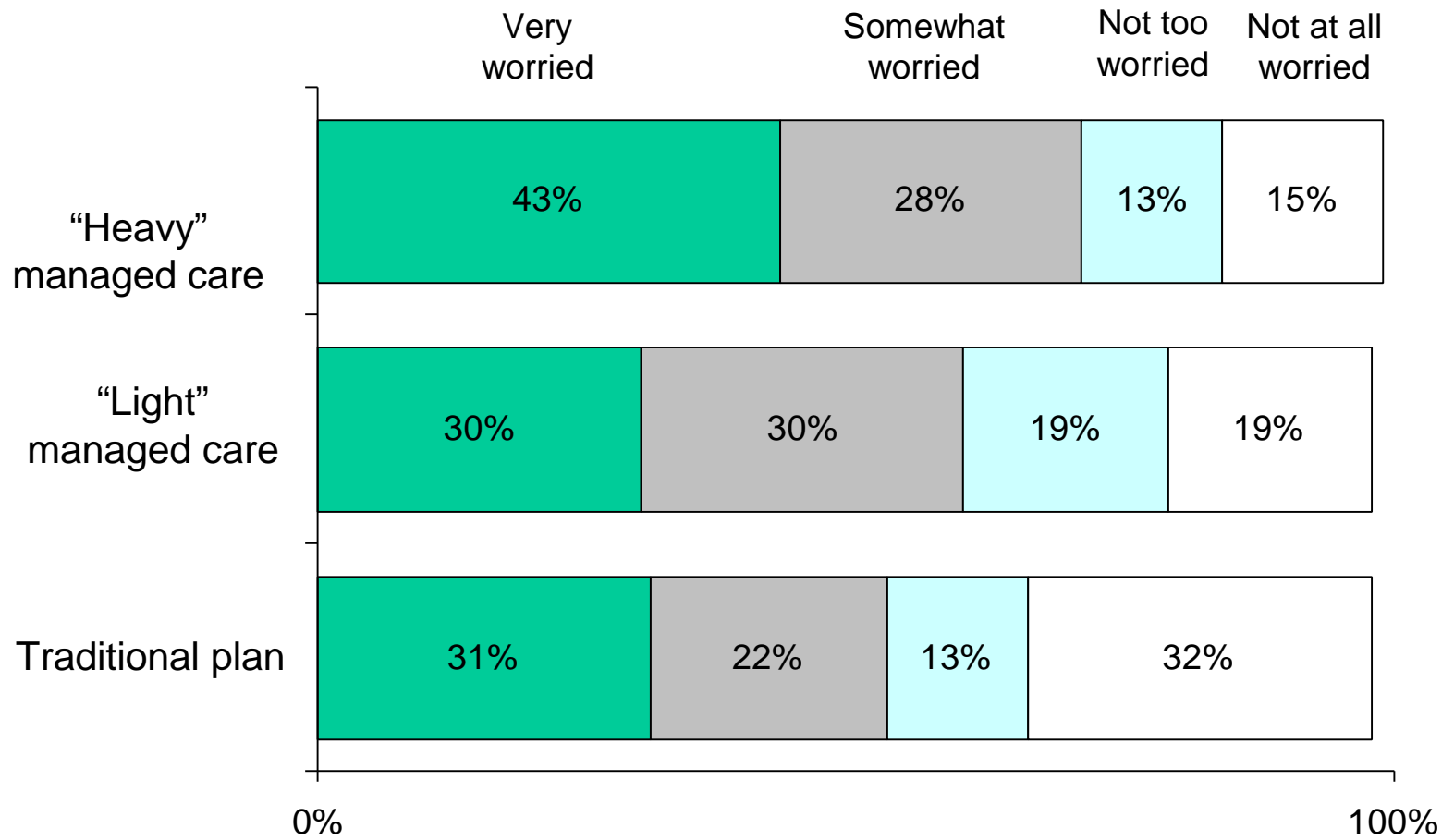
Note: Don't know not shown

Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98); Kaiser/Harvard National Survey of Americans' Views on Managed Care, November 1997 (conducted 9/97).

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...



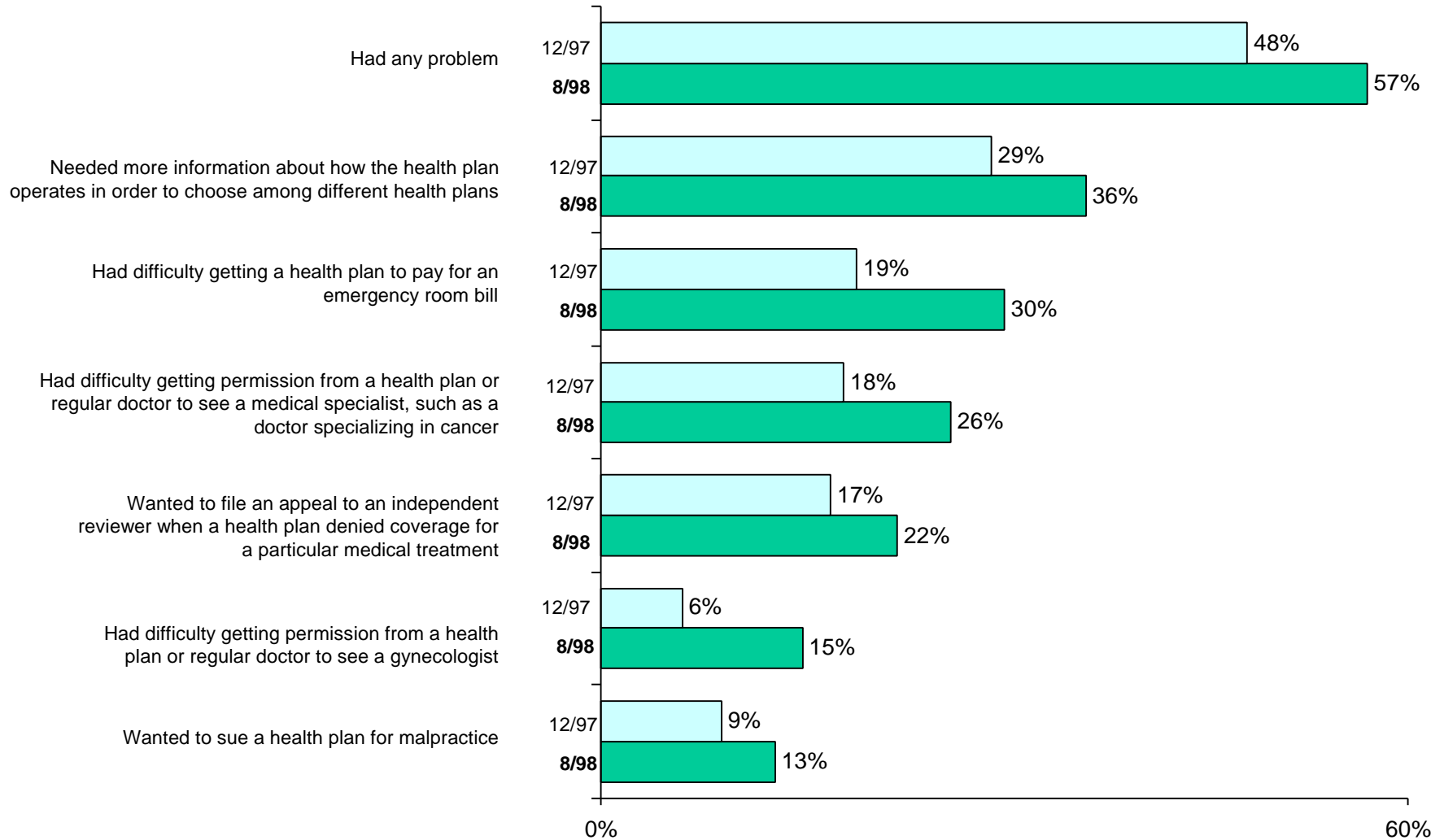
Note: Don't know not shown

Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98).

CHART 6

MORE PEOPLE REPORTING PROBLEMS WITH HEALTH PLANS

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



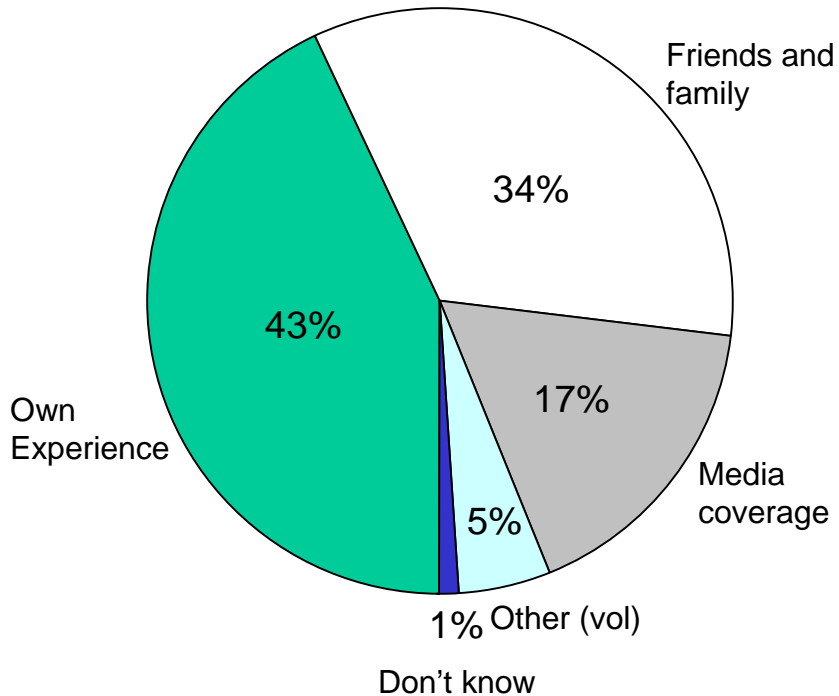
Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98); Kaiser/Harvard National Survey of Americans' Views on Consumer Protections in Managed Care, January 1998 (conducted 12/97).

CHART 7

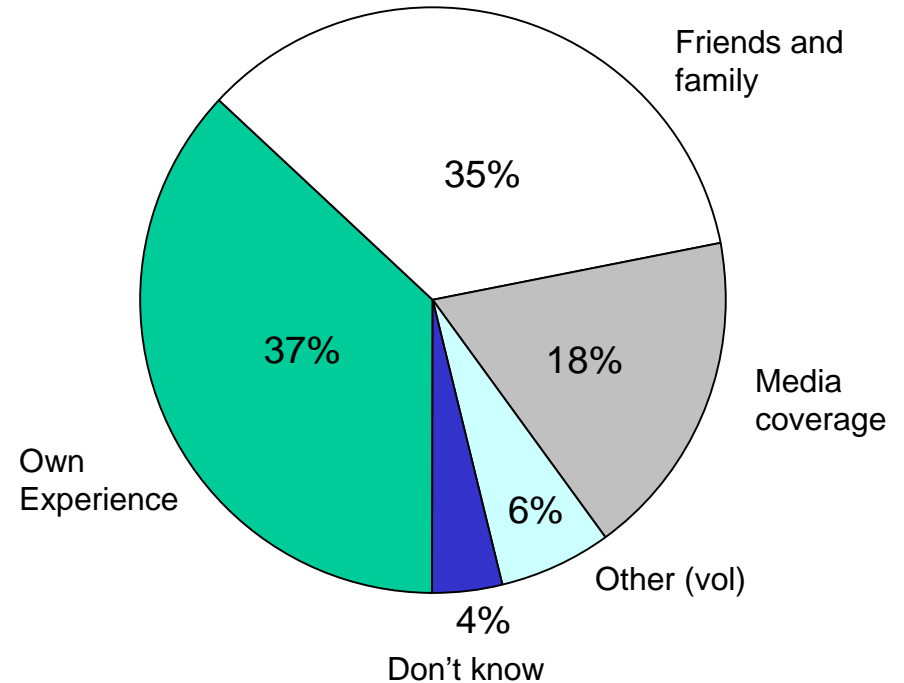
SHAPING PUBLIC VIEWS ON MANAGED CARE

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

Among those who think HMOs do a bad job



Among those who think managed care plans do a bad job



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

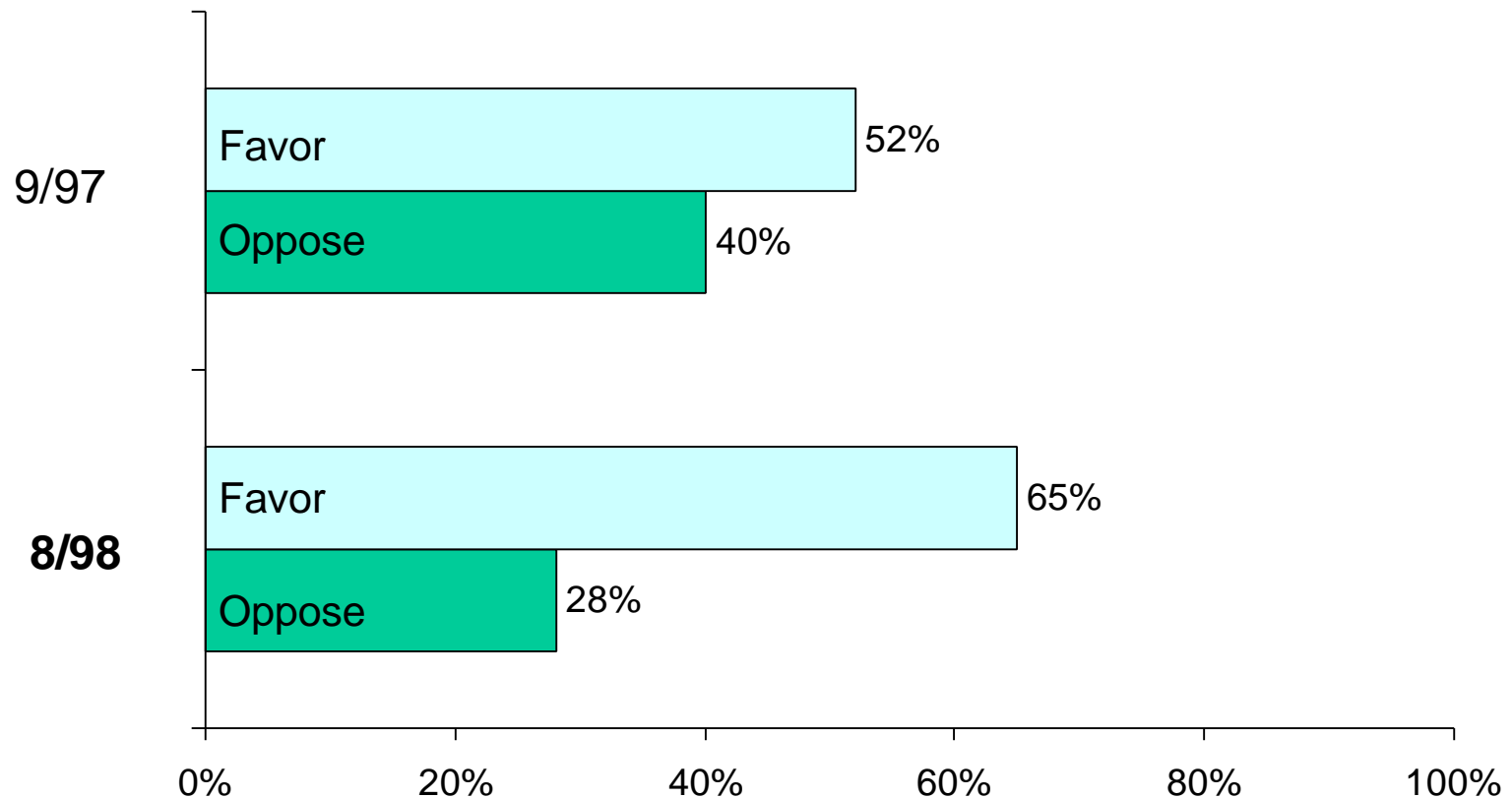
Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98).

CHART 8

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”



Note: Don't know not shown

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).

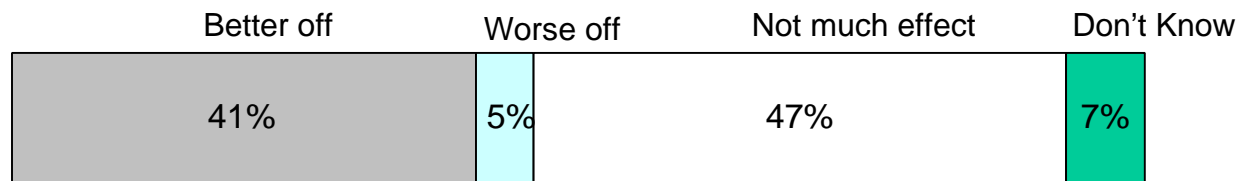
CHART 9

SUPPORT FOR CONSUMER PROTECTIONS, BUT COST MATTERS

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



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



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

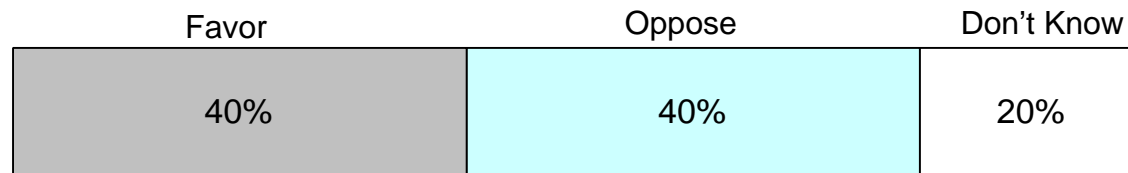
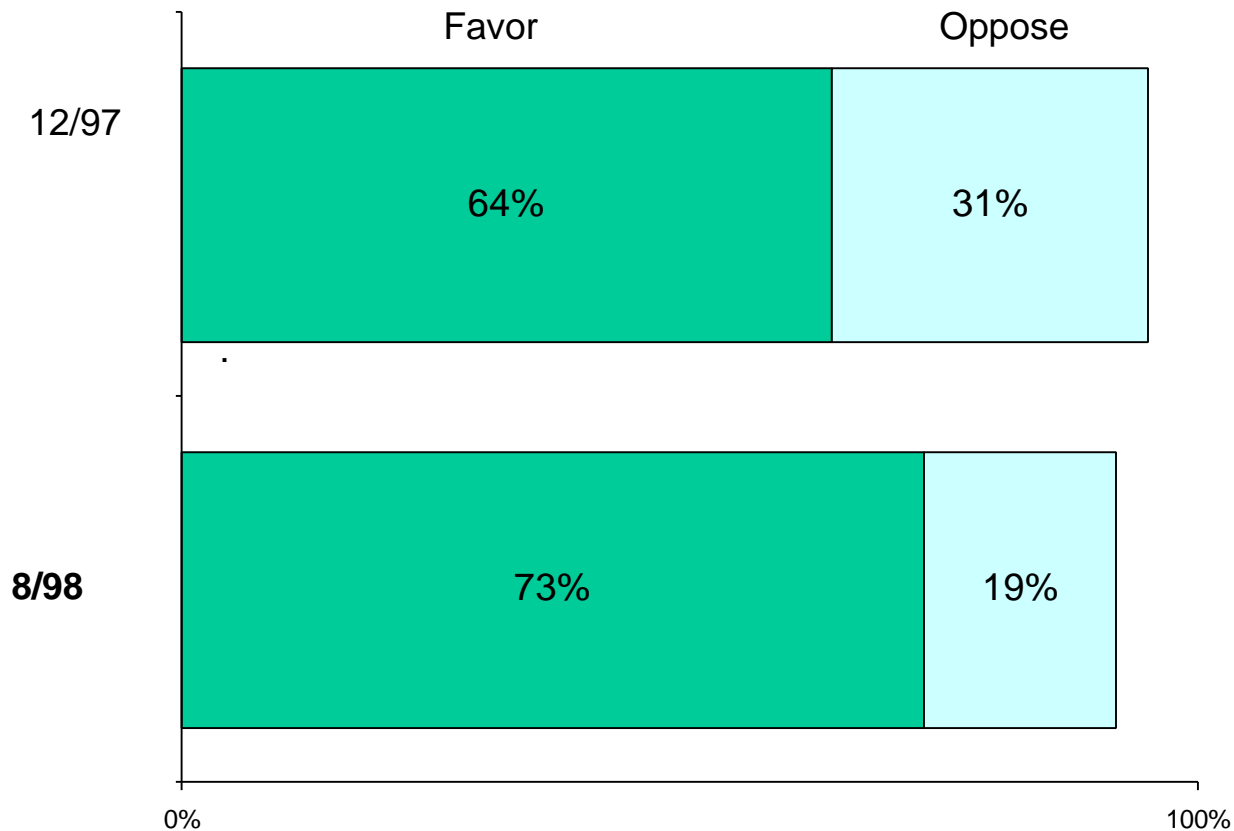


CHART 10

SUPPORT RISES FOR RIGHT TO SUE

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

Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98); Kaiser/Harvard National Survey of Americans' Views on Consumer Protections in Managed Care, January 1998 (conducted 12/97).

CHART 11

SUPPORT FOR PROVISIONS FALLS WHEN POTENTIAL CONSEQUENCES TALKED ABOUT

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

		Basic Question	Cost Increase	Government Too Involved	Employers Drop Coverage
<i>Allow people to appeal to an independent reviewer...</i>	Favor	81	56	51	42
	Oppose	12	33	35	42
<i>Allow people to see a specialist...</i>	Favor	82	58	53	39
	Oppose	13	33	37	45
<i>Pay for an emergency room visit...</i>	Favor	78	60	55	42
	Oppose	15	29	34	41
<i>Allow people to sue health plan directly...</i>	Favor	73	54	49	41
	Oppose	19	35	37	44

Note: Don't know not shown

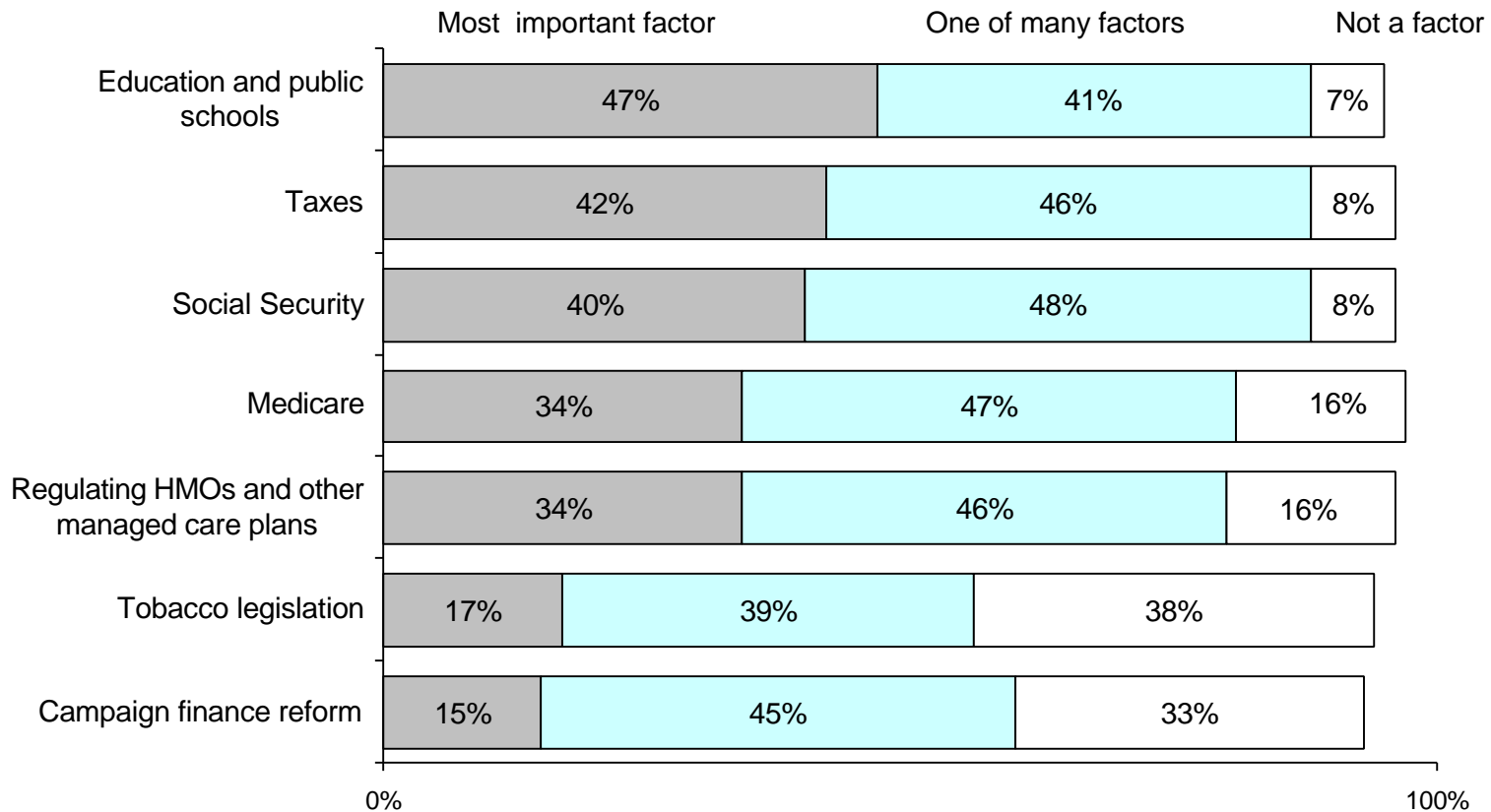
Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98).

II. POLITICS AND PATIENT RIGHTS

CHART 12

EDUCATION, TAXES, SOCIAL SECURITY TOP ISSUES IN UPCOMING ELECTION: MEDICARE AND REGULATING MANAGED CARE ALSO IMPORTANT

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...



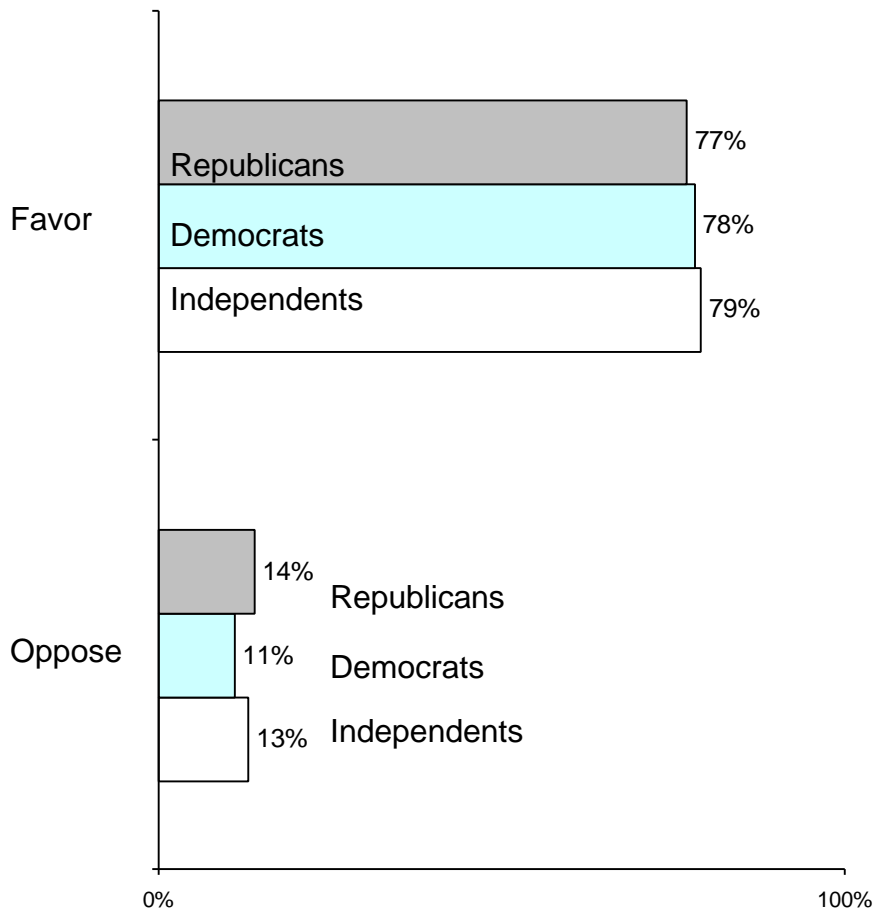
Note: Don't plan/not eligible to vote (vol) and don't know not shown

Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98).

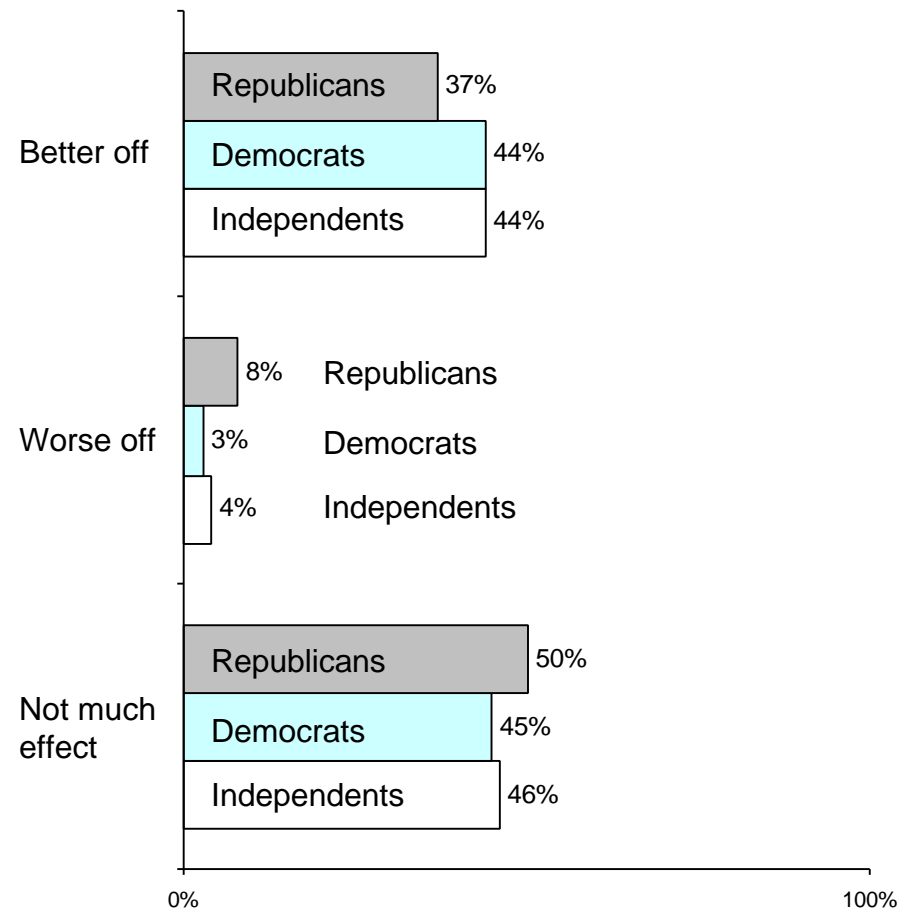
CHART 13

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 ...?



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



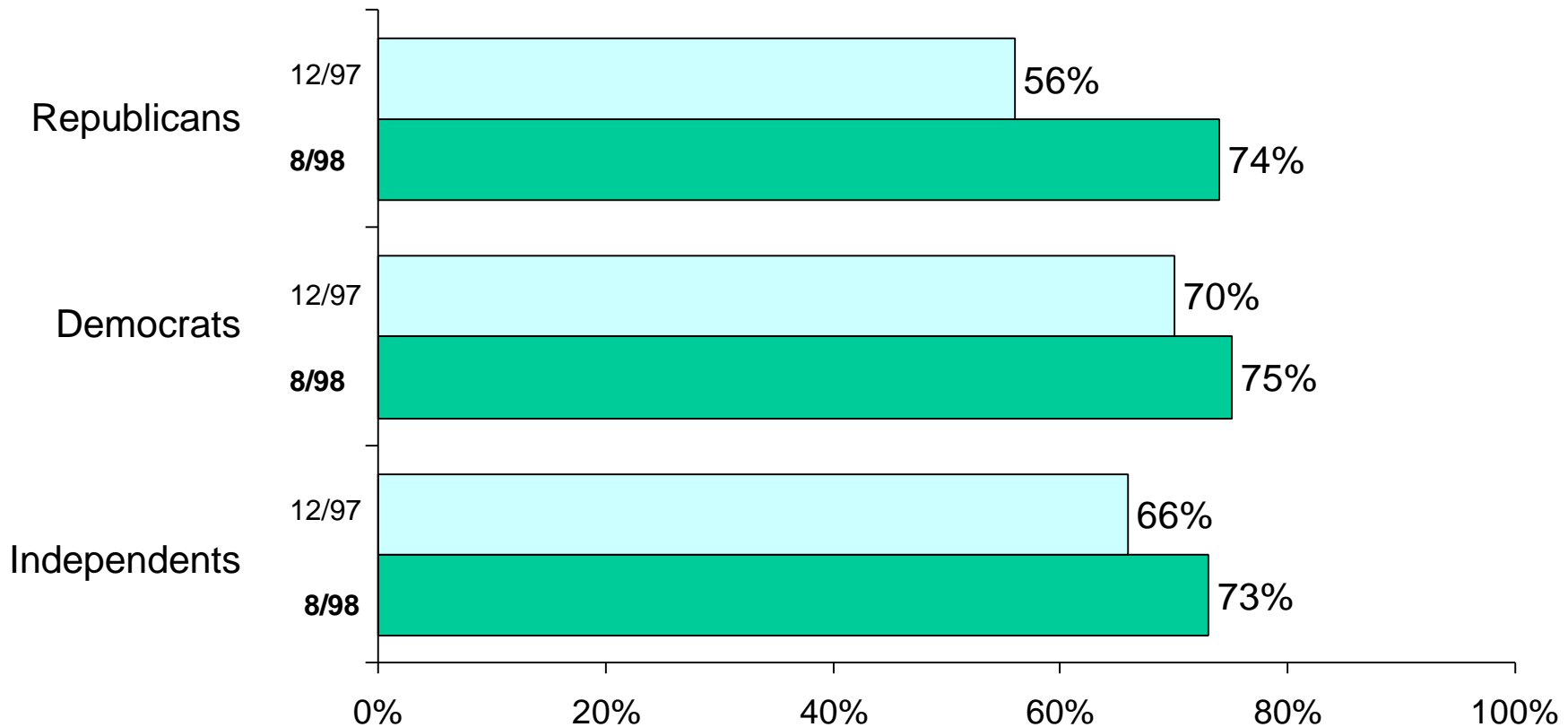
Note: Don't know not shown

Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98).

CHART 14

SUPPORT PERSISTS ACROSS PARTY LINES ON PATIENTS' RIGHT TO SUE A HEALTH PLAN

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...

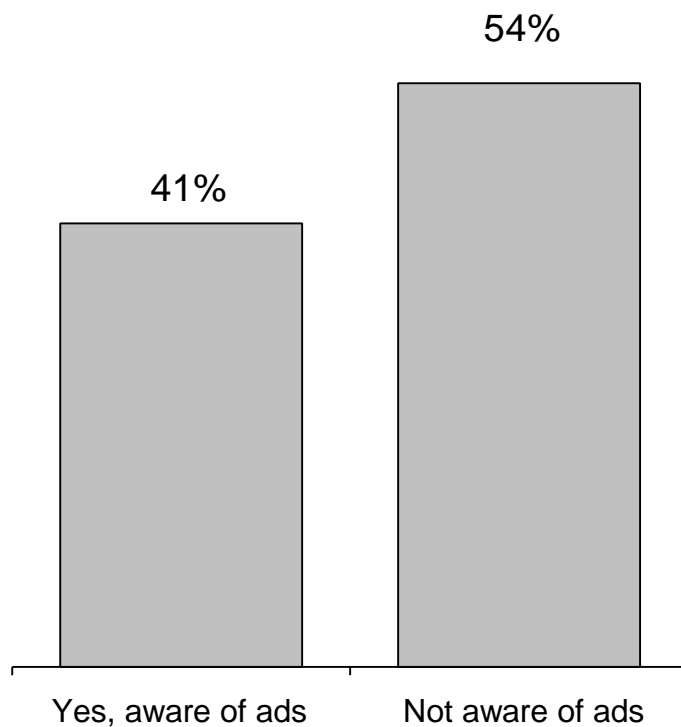


Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98); Kaiser/Harvard National Survey of Americans' Views on Consumer Protections in Managed Care, January 1998 (conducted 12/97).

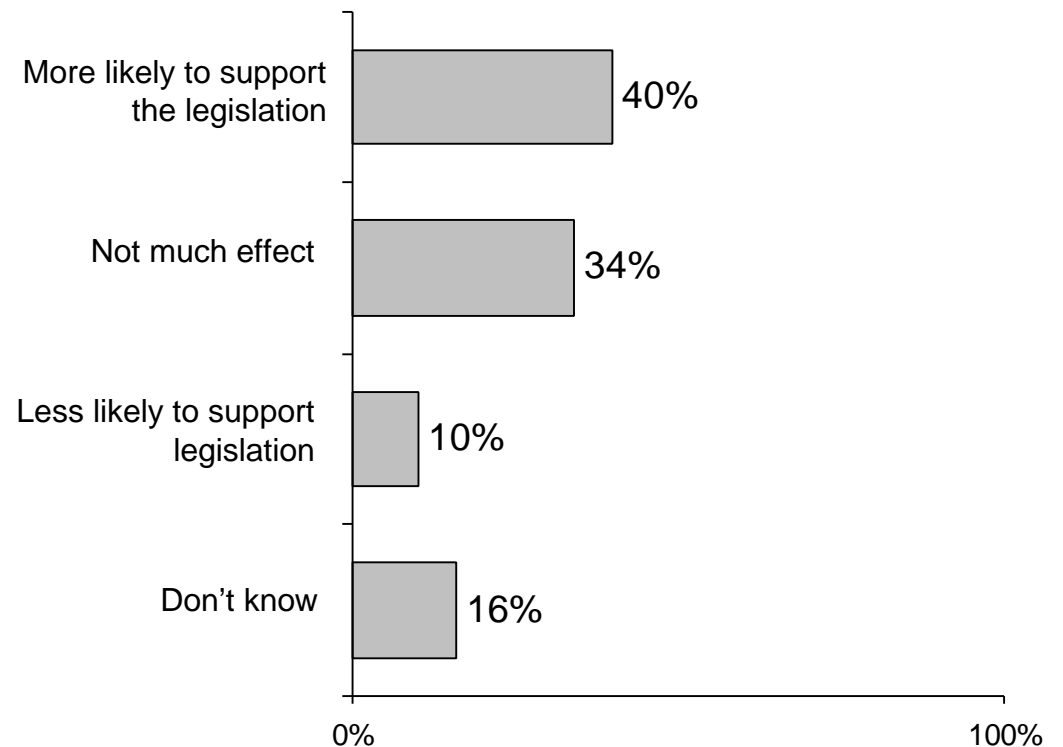
CHART 15

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...



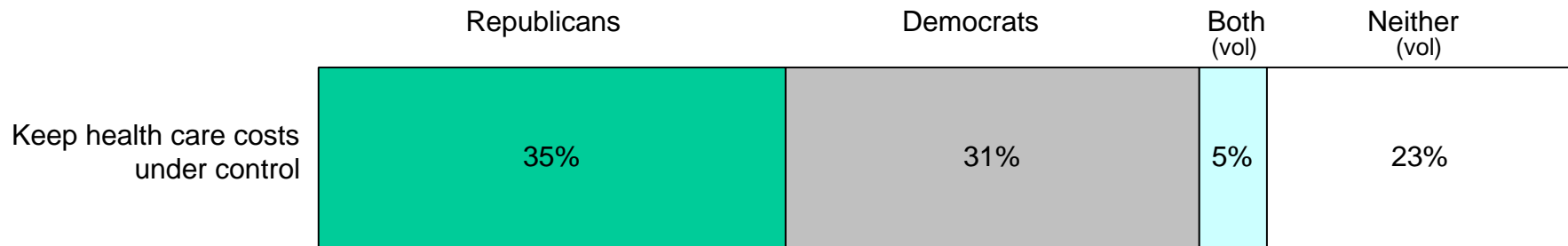
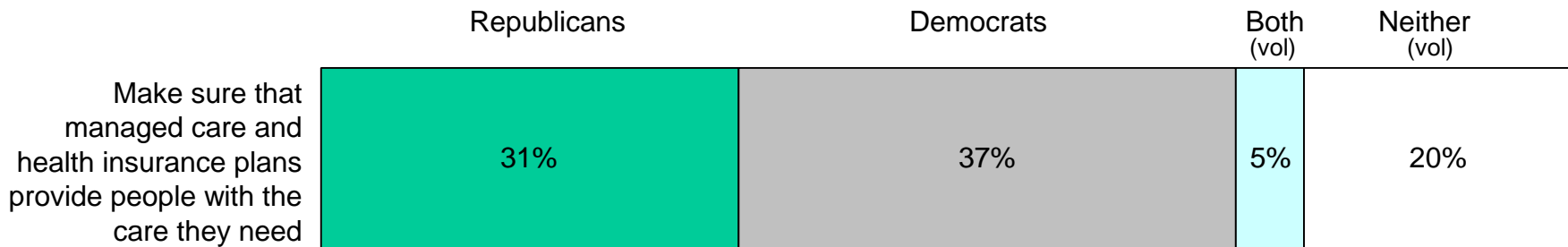
Note: Don't know not shown

Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98).

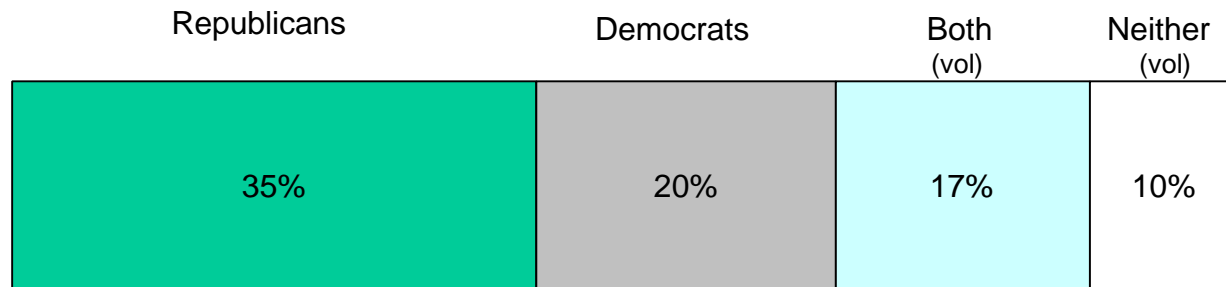
CHART 16

POLITICAL PARTIES AND MANAGED CARE

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



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



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

Source: Kaiser/Harvard Survey of Americans' Views on the Consumer Protection Debate, September 1998 (conducted 8/98).

CHART 17

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

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

