America’s 2010 Financial Healthcare Checkup

Source: Intuit Financial Healthcare Checkup Survey (January 2010)

**CONFUSION/WORRY PREVELANT AROUND UNDERSTANDING MEDICAL BILLS**

* **How concerned are you about managing health care bills?**
  + Very concerned, it's the most important issue to me/my family - 30%
  + Somewhat concerned - 40%
  + I'm neutral about it - 14%
  + I'm not terribly concerned about it - 9%
  + I'm not concerned at all - 7%

**ALMOST 40% OF AMERICANS DON’T UNDERSTAND MEDICAL BILLS/EOBs**

* **Do you currently understand your medical bills or explanation of benefits (EOB) statements well enough to confidently explain to a friend or family member what services you are paying for and why you owe that amount?**
  + Yes - 64%
  + No - 36%

**ALMOST 40% OF AMERICANS DON’T HAVE CONFIDENCE THAT THEIR MEDICAL BILL IS CORRECT**

* **When a medical bill arrives in the mail, do you have confidence that the amount you are being asked to pay is correct?**
  + Yes. I have confidence that the amount is correct - 63%
  + No. I do not have confidence that the amount I'm being asked to pay is correct - 37%

**WHILE PEOPLE PAY MOST BILLS ELECTRONICALLY, THEY STILL PAY PROVIDER THE OLD WAY**

* **How do you pay your medical bills?**
  + Paper Check - 57%
  + Credit card, Debit, FSA or HSA card - 29%
  + Electronic bill pay - 14%

**VARIOUS REASONS WHY PEOPLE ARE NOT PAYING MEDICAL BILLS ONLINE**

**(With demographic breakdowns)**

**NATIONAL**

* **Why do you pay your doctor with a paper check?**
  + Don't trust security of electronic bill pay - 23%
  + My doctor doesn't receive electronic payments - 31%
  + Pay it separately from my other ebills - 32%
  + Other - 14%

**DEMOGRAPHIC BREAKDOWN**

* Gen Y pays medical bills separate from other bills (38%)
* Gen X pays medical bills separate from other bills (36%)
* Baby Boomers’ doctors do not receive electronic payments (31%) and they pay medical bills separate from other bills (28%)
* Males’ doctors do not receive electronic payments (32%) and they pay medical bills separate from other bills (31%)
* Females pay medical bills separately from other bills (33%) and their doctors do not receive electronic payments (30%)

**REGIONAL BREAKDOWN**

* New England/Mid-Atlantic respondents’ doctors do not receive electronic payments (39%)
* Midwest respondents pay medical bills separate from other bills (36%)
* Southern respondents pay medical bills separate from other bills (34%)
* Western respondents pay medical bills separate from other bills (31%)