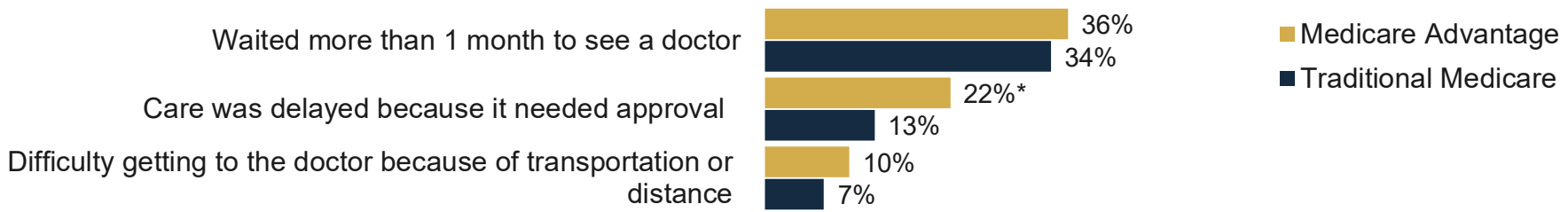


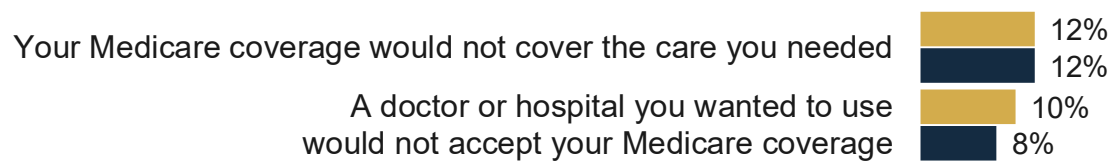
Delays in care resulting from prior approval requirements or unaffordable cost-sharing expenses were more likely to be reported by beneficiaries in Medicare Advantage than in traditional Medicare.

 Thinking about the past two years, have you experienced any of the following when trying to access needed health care?

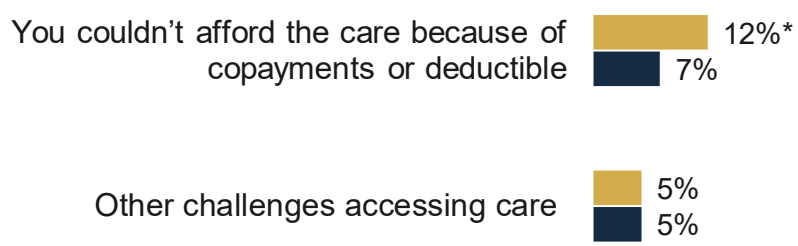
Delays in care



Lack of coverage



Affordability of coverage

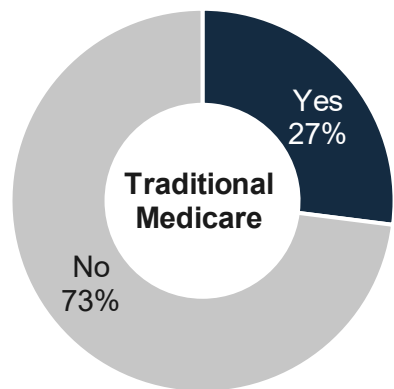
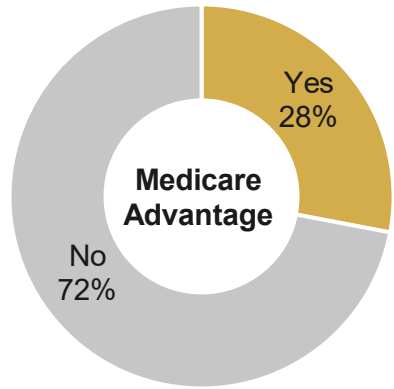


Base: Adults age 18+ with Medicare coverage who were insured all year (n=3,280).

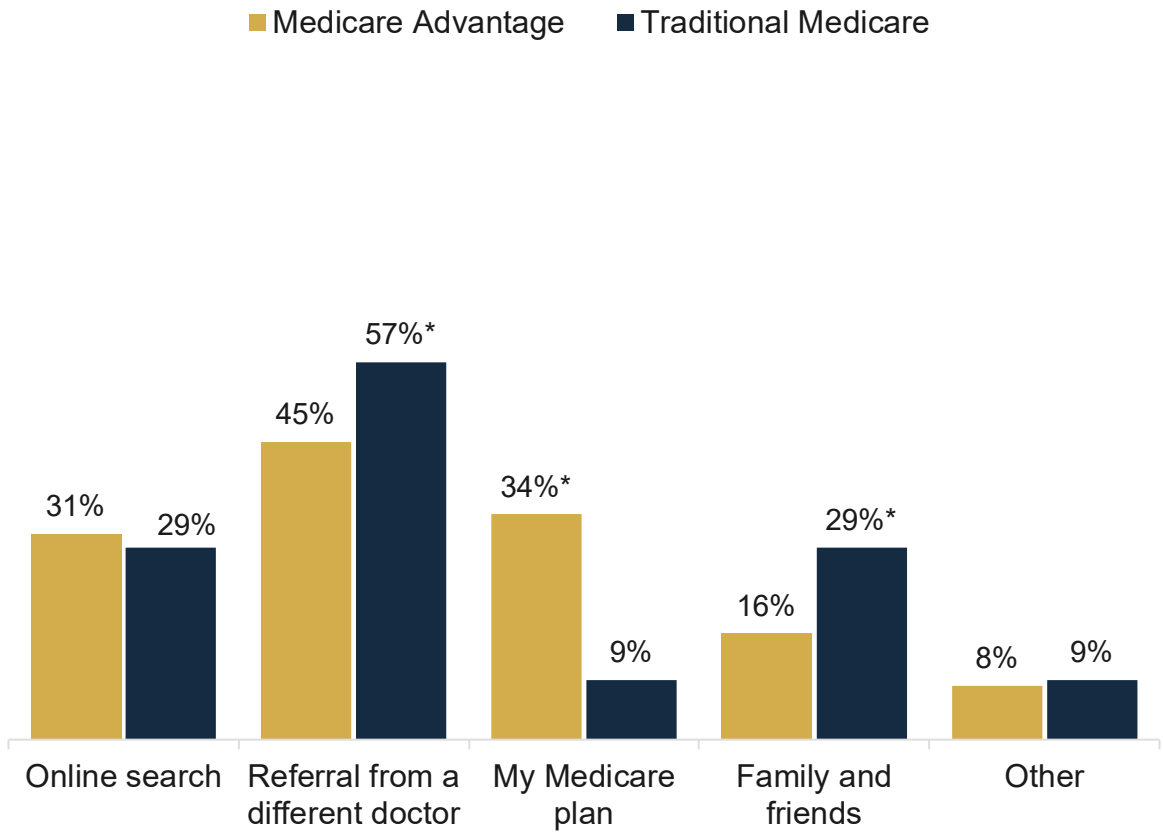
* Indicates statistically significant difference at the p<0.05 level.

Similar shares of beneficiaries in Medicare Advantage and traditional Medicare said they needed to find a new doctor in the past year; one-third of those in MA used their plan to find a doctor.

? *In the past 12 months, have you needed to find a new doctor?*



? *What resources did you use to find a doctor?*



Base: Adults age 18+ with Medicare coverage who were insured all year (n=3,280).

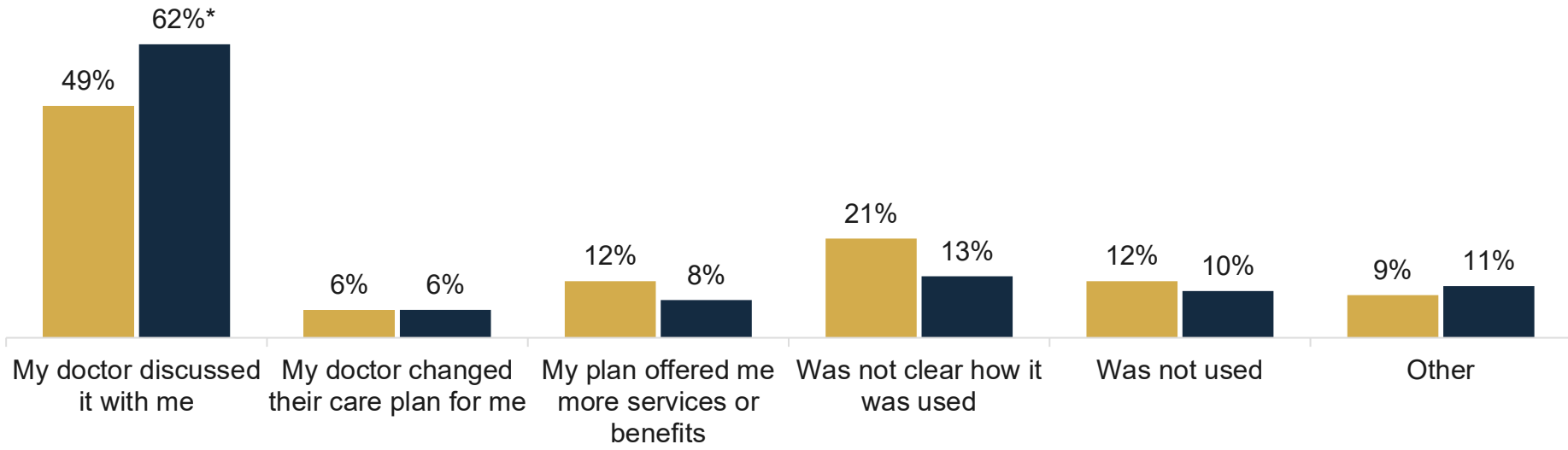
Base: Adults age 18+ with Medicare coverage who were insured all year who needed a new doctor (n=994).

* Indicates statistically significant difference at the p<0.05 level.

Of those Medicare beneficiaries who received a health risk assessment, few said it caused their doctor to change their care plan or led to their plan offering more services or benefits.

 *How was the health assessment used?*

■ Medicare Advantage ■ Traditional Medicare



Base: Adults age 18+ with Medicare coverage who were insured all year who received health assessments (n=1,059).

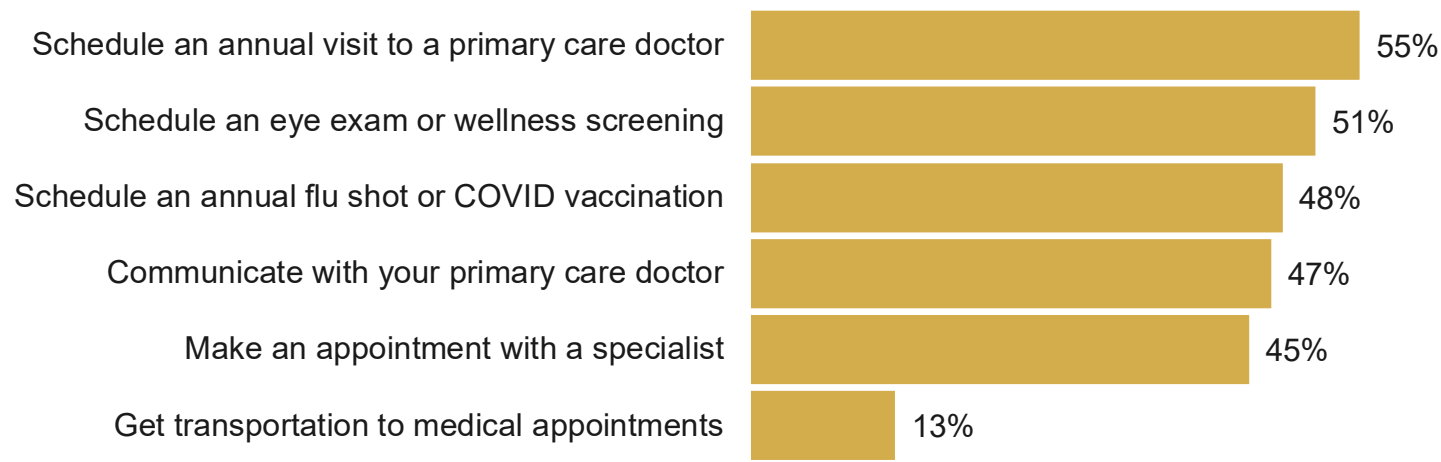
* Indicates statistically significant difference at the p<0.05 level.

Note: Survey respondents were asked the following questions: In the past 12 months, have you been asked to receive a health assessment either at your home or your doctor's office by your insurance plan, Medicare or doctor's office? How was the assessment used?

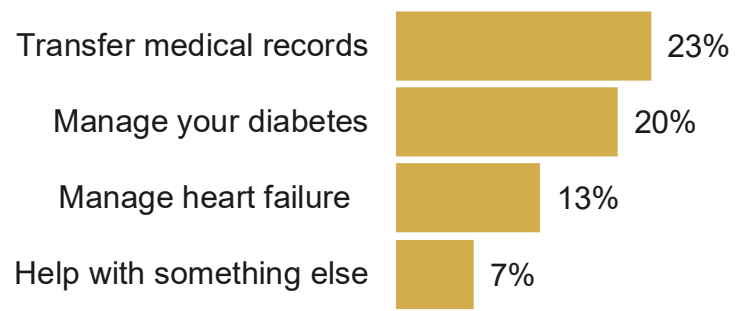
Many beneficiaries in Medicare Advantage said their plan helped them access care by scheduling appointments and screenings.

 *Has your Medicare Advantage plan helped you with any of the following tasks?*

Enabling access to care



Helping to manage care



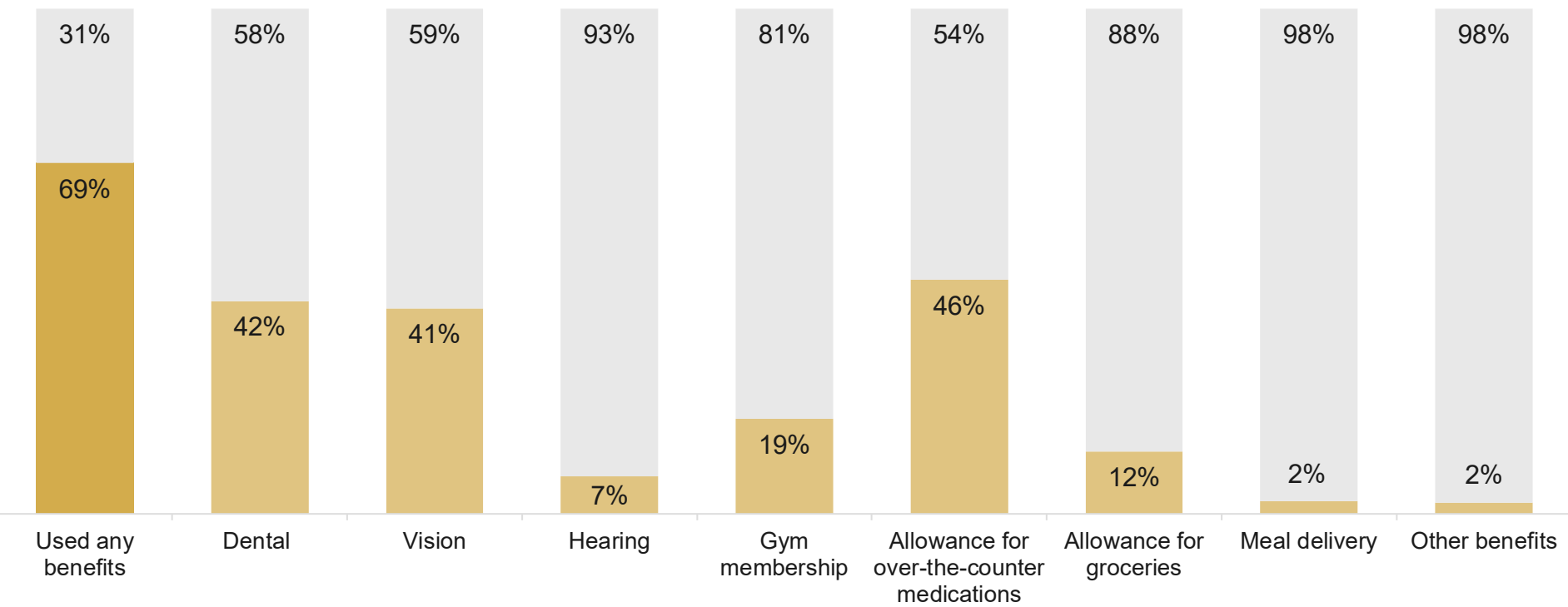
Base: Adults age 18+ with Medicare coverage who were insured all year with a Medicare Advantage plan (n=1,846).

Source: Gretchen Jacobson et al., *What Do Medicare Beneficiaries Value About Their Coverage? Findings from the Commonwealth Fund 2024 Value of Medicare Survey* (Commonwealth Fund, Feb. 2024). <https://doi.org/10.26099/gq43-qs40>



Two in three Medicare Advantage enrollees said they used some of their supplemental benefits in the past year; one in three used none.

In the past 12 months, have you used any of your Medicare Advantage plan's supplemental benefits, such as coverage for dental, allowance for over-the-counter medications, transportation, fitness, or some other benefit not covered by traditional Medicare? Which benefit or benefits have you used in the past 12 months?



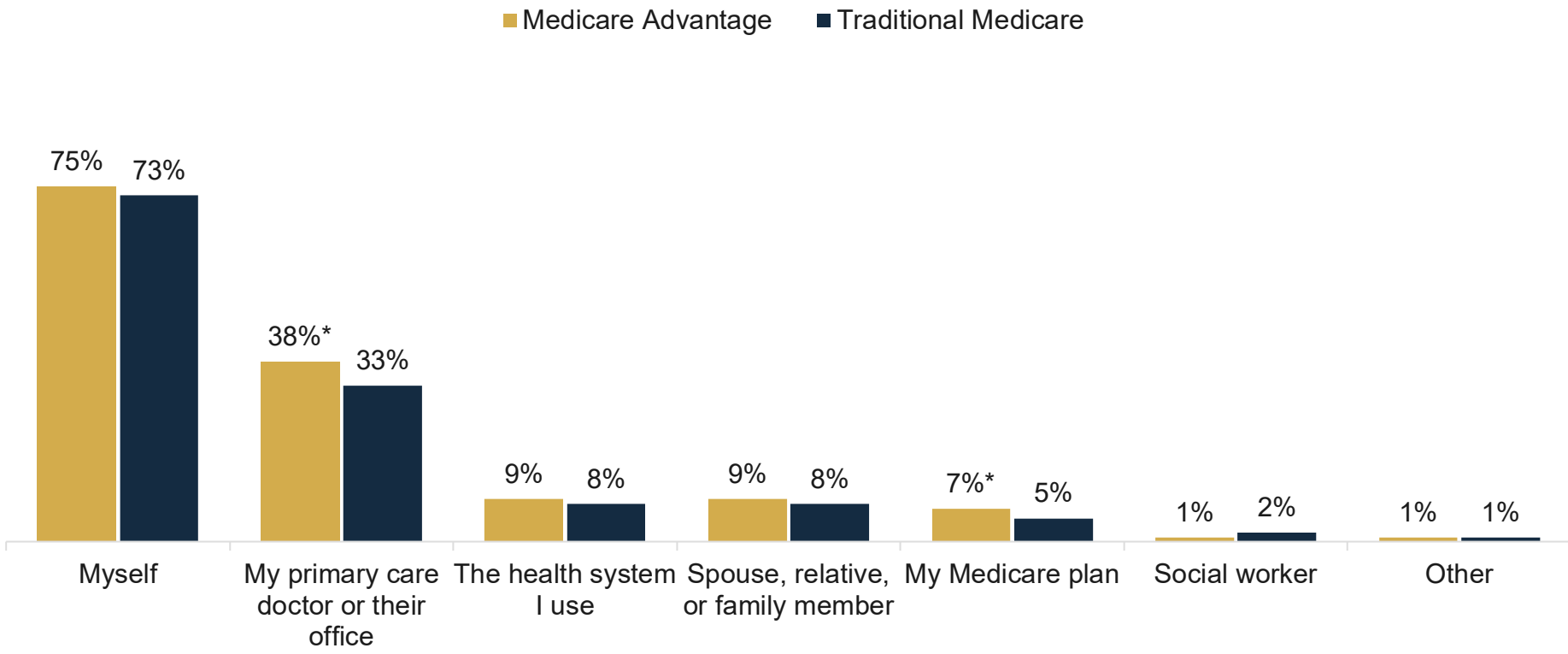
Base: Adults age 18+ with Medicare coverage who were insured all year with a Medicare Advantage plan (n=1,846).

Source: Gretchen Jacobson et al., *What Do Medicare Beneficiaries Value About Their Coverage? Findings from the Commonwealth Fund 2024 Value of Medicare Survey* (Commonwealth Fund, Feb. 2024). <https://doi.org/10.26099/gq43-qs40>



Most Medicare beneficiaries said that they coordinate their health care themselves.

 Who coordinates your health care?



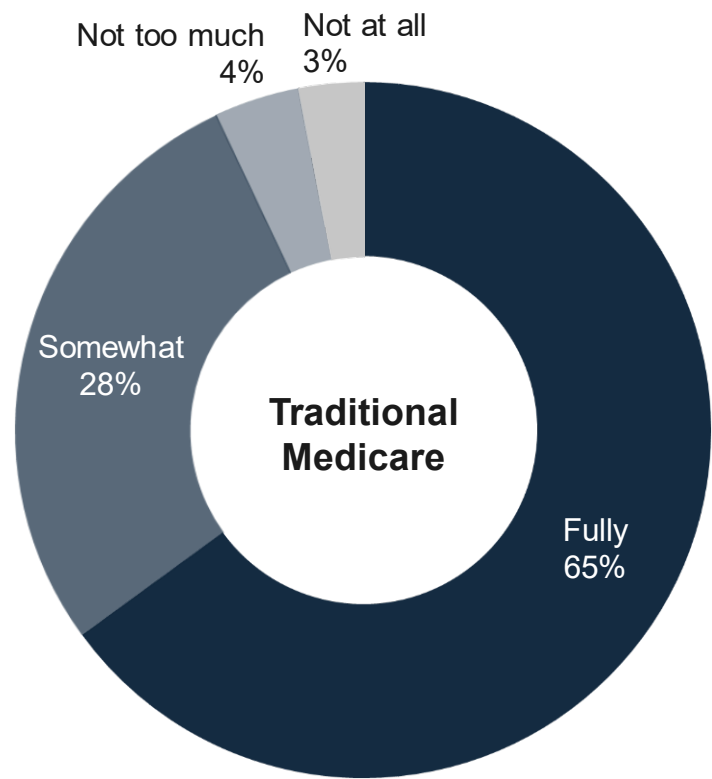
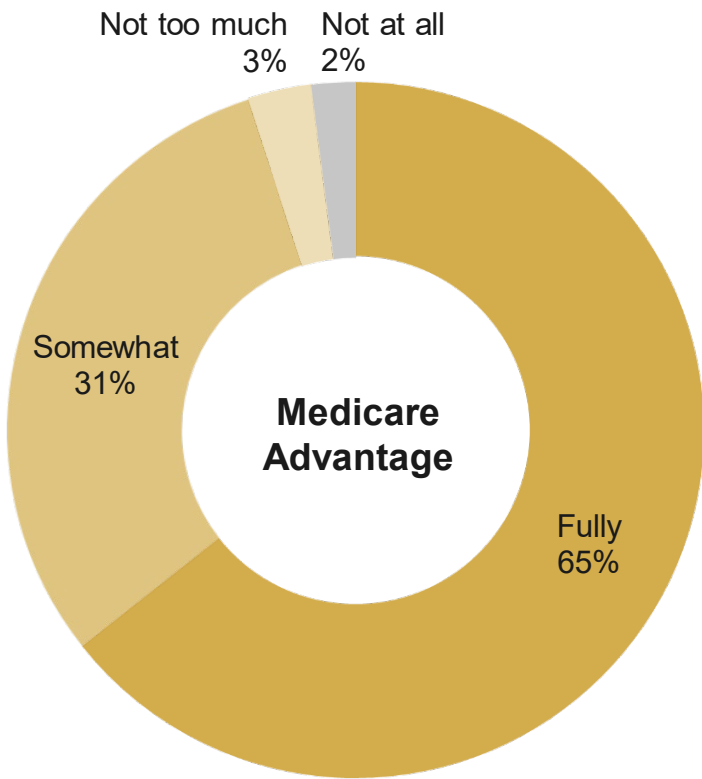
Base: Adults age 18+ with Medicare coverage who were insured all year (n=3,280).

* Indicates statistically significant difference at the p<0.05 level.

Note: Less than 1% of beneficiaries in Medicare Advantage plans and 2% of beneficiaries in traditional Medicare said that they rely on a social worker to coordinate their care.

About two in three Medicare beneficiaries overall said their coverage has fully met their expectations.

 *To what extent has your Medicare coverage met your expectations?*



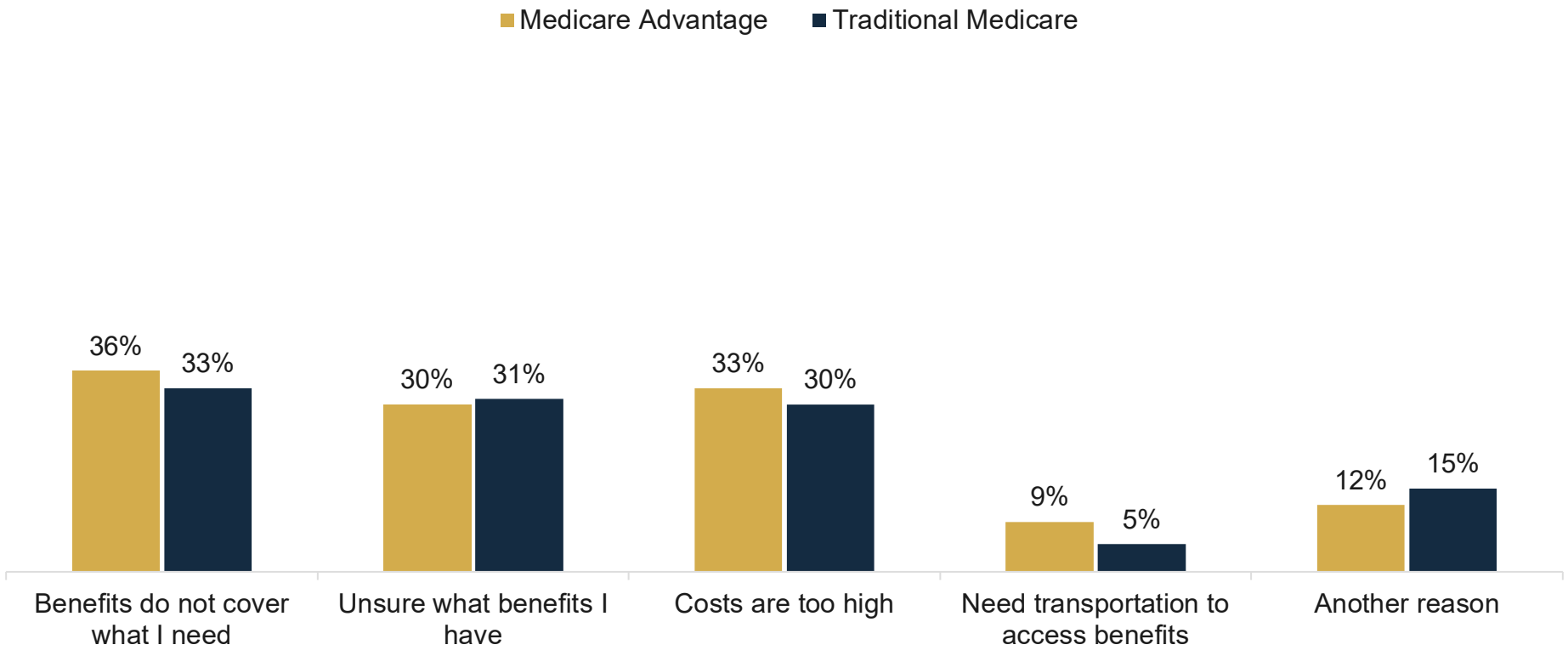
Note: Segments may not sum to 100% because of rounding.
Base: Adults age 18+ with Medicare coverage who were insured all year (n=3,280).

Source: Gretchen Jacobson et al., *What Do Medicare Beneficiaries Value About Their Coverage? Findings from the Commonwealth Fund 2024 Value of Medicare Survey* (Commonwealth Fund, Feb. 2024). <https://doi.org/10.26099/gq43-q540>



Beneficiaries most often cited lack of coverage for needed care, uncertainty about covered benefits, and high costs as reasons why their coverage fell short of their expectations, with no significant differences between Medicare Advantage and traditional Medicare.

 *If your Medicare coverage has not fully met your expectations, why?*



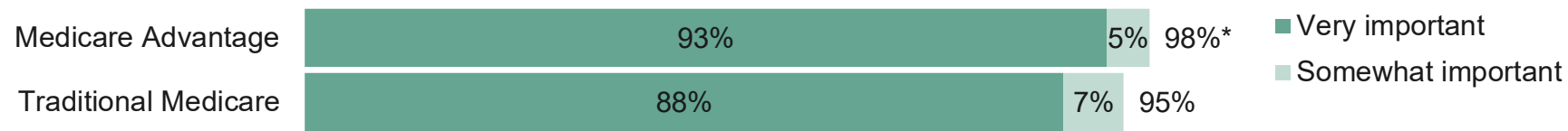
Base: Adults age 18+ with Medicare coverage who were insured all year and reported that coverage did not meet their expectations (n=1,134).

Note: Survey respondents were asked the following questions: To what extent has your Medicare coverage met your expectations? If your Medicare coverage has not fully met your expectations, why?

Nearly all Medicare beneficiaries said that high-quality care, access to providers, and low out-of-pocket costs were important.

How important to you, if at all, are each of the following with your Medicare coverage?

High-quality care



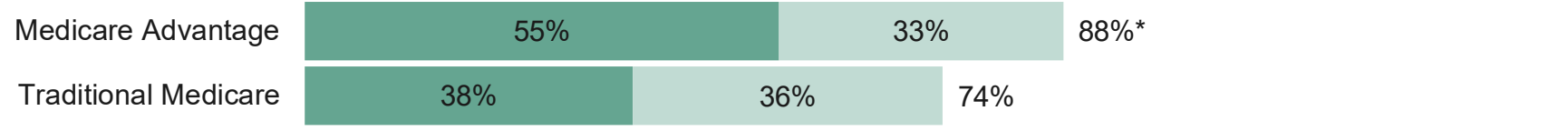
Access to providers



Low out-of-pocket costs



Access to supplemental benefits

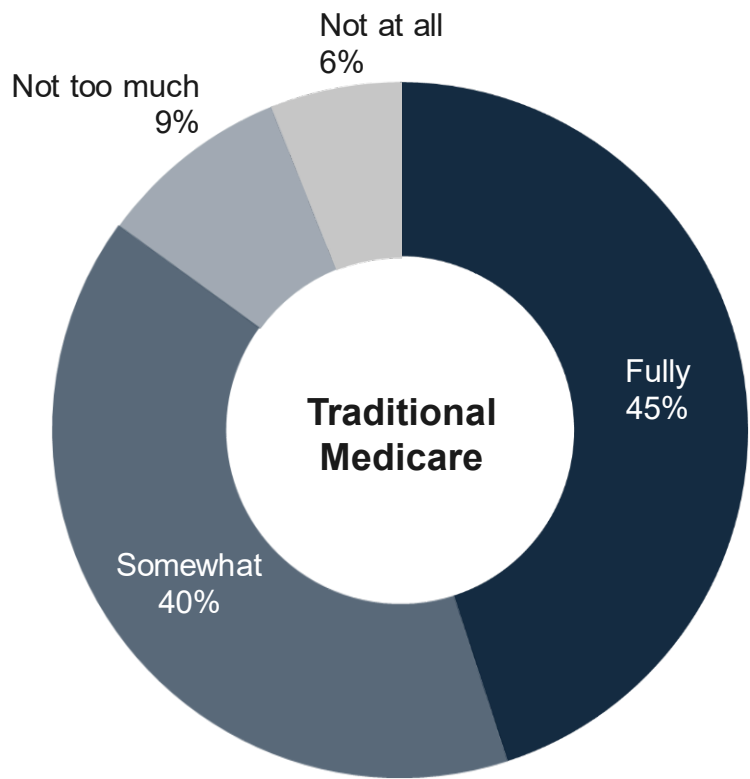
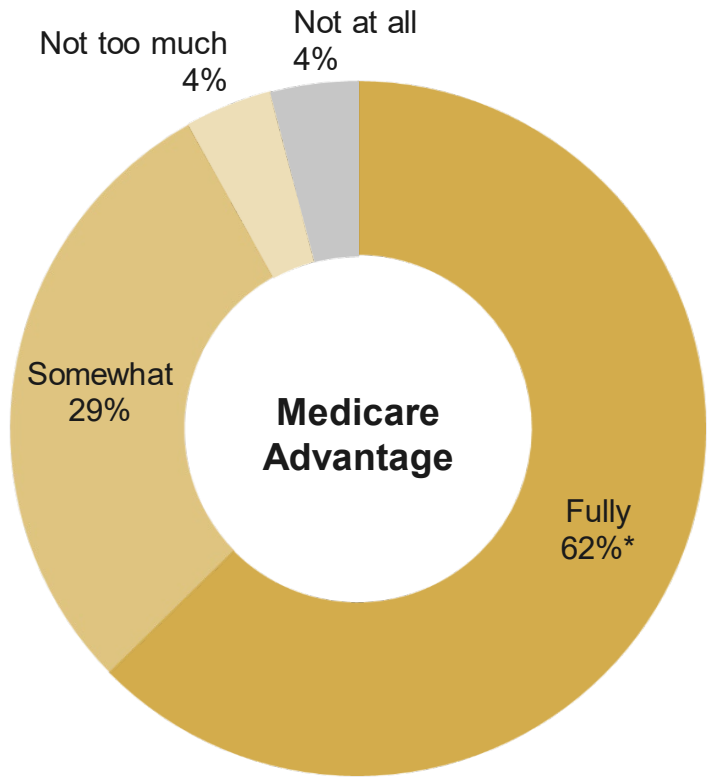


Base: Adults age 18+ with Medicare coverage who were insured all year (n=3,280).

* Indicates statistically significant difference at the p<0.05 level.

More dual-eligible beneficiaries in Medicare Advantage than in traditional Medicare said their coverage has fully met their expectations.

 To what extent has your Medicare coverage met your expectations?



Base: Adults age 18+ who are dually enrolled in Medicare and Medicaid who were insured all year (n=521), by coverage type traditional Medicare (n=194) and Medicare Advantage (n=327).

* Indicates statistically significant difference at the p<0.05 level.