

Seniors' Satisfaction with their Medicare Supplemental Insurance Coverage

February 10, 2023

Washington, D.C.

Methodology

- Global Strategy Group, on behalf of AHIP, conducted an online survey of 500 seniors nationwide covered by original Medicare and a supplemental Medigap plan.
- The survey was in the field from January 24 – January 31, 2023.
- We have taken care to ensure that the geographic and demographic distributions of this population are properly represented by the survey's respondents.

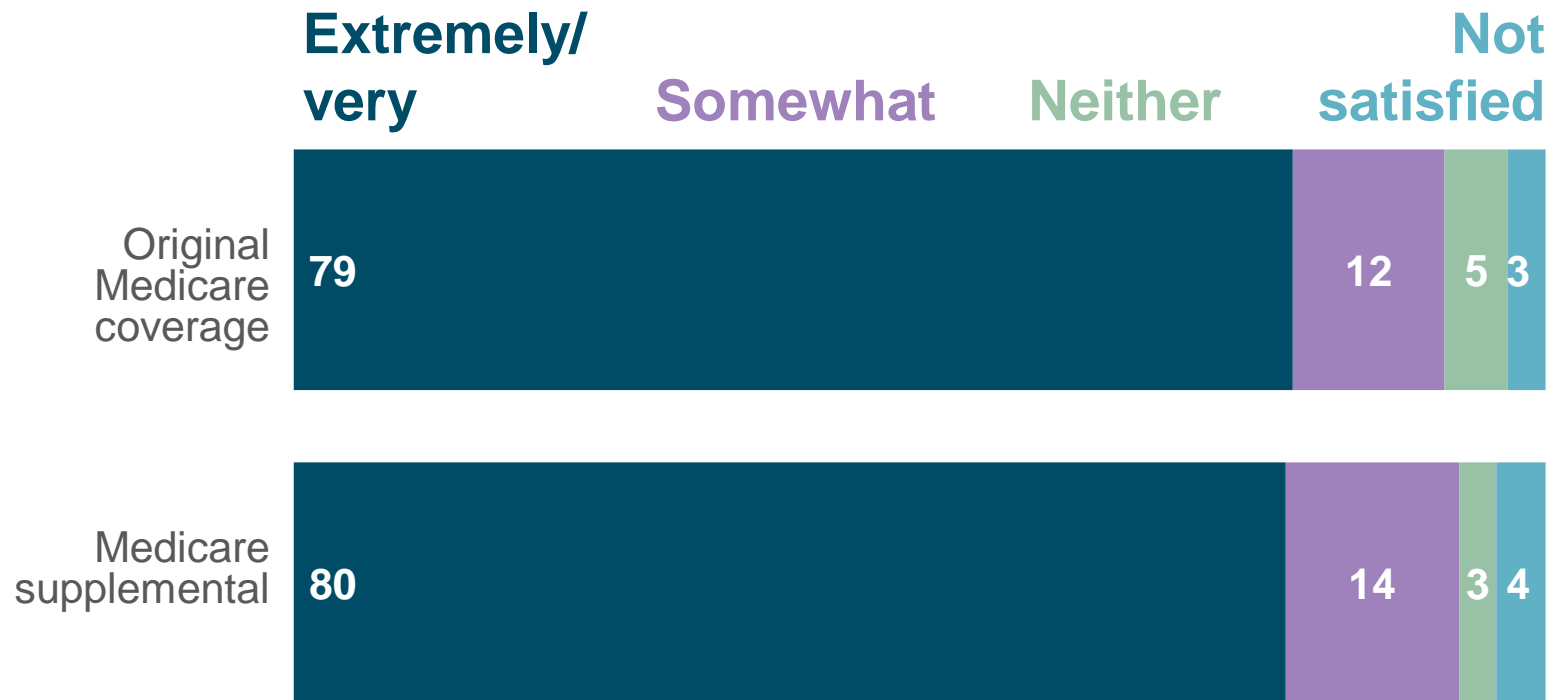
Key Findings

- Seniors with Medicare Supplement coverage continue to be highly satisfied with their coverage, including its benefits, services, and the expenses it covers.
- Medicare Supplement coverage ensures seniors receive high-quality care, allows them to choose the doctors and specialists they know and trust, and makes it easier for them to deal with bills and paperwork.
- Medicare Supplement's guaranteed, renewable coverage and affordable cost provides peace of mind for seniors, who worry about their financial security and physical well-being if they were to lose their Medicare Supplement coverage.

The Value of Medicare Supplemental Insurance

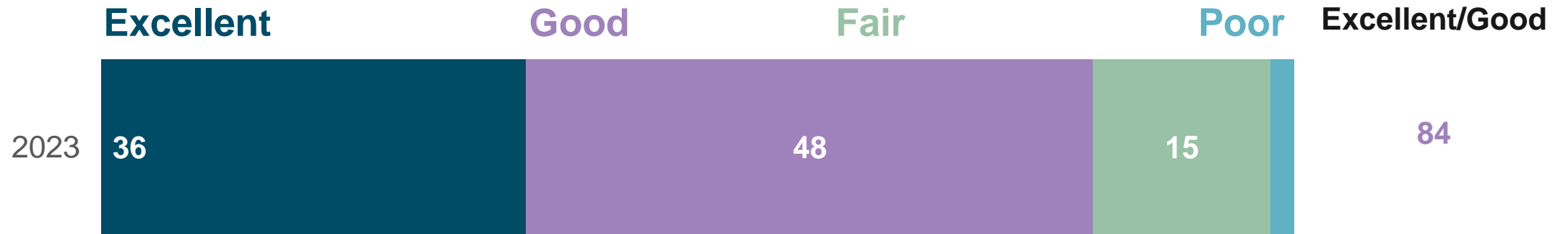
Seniors with Medicare Supplement coverage are overwhelmingly satisfied with their plans

Overall, how satisfied are you with your...

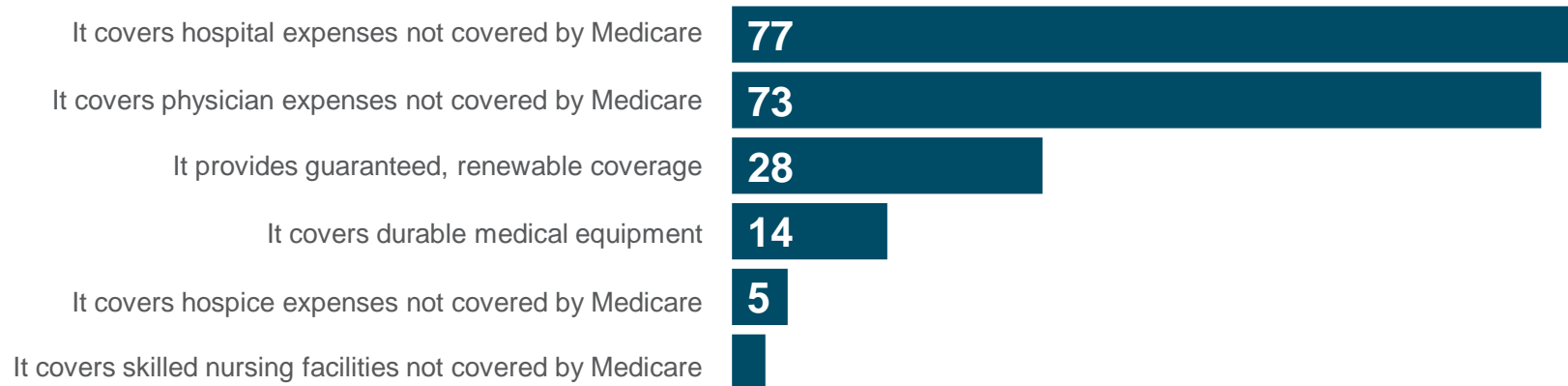


Seniors continue to believe Medicare Supplement provides good value, especially for hospital and physician's expenses

How good a value is your Medicare supplemental insurance policy?

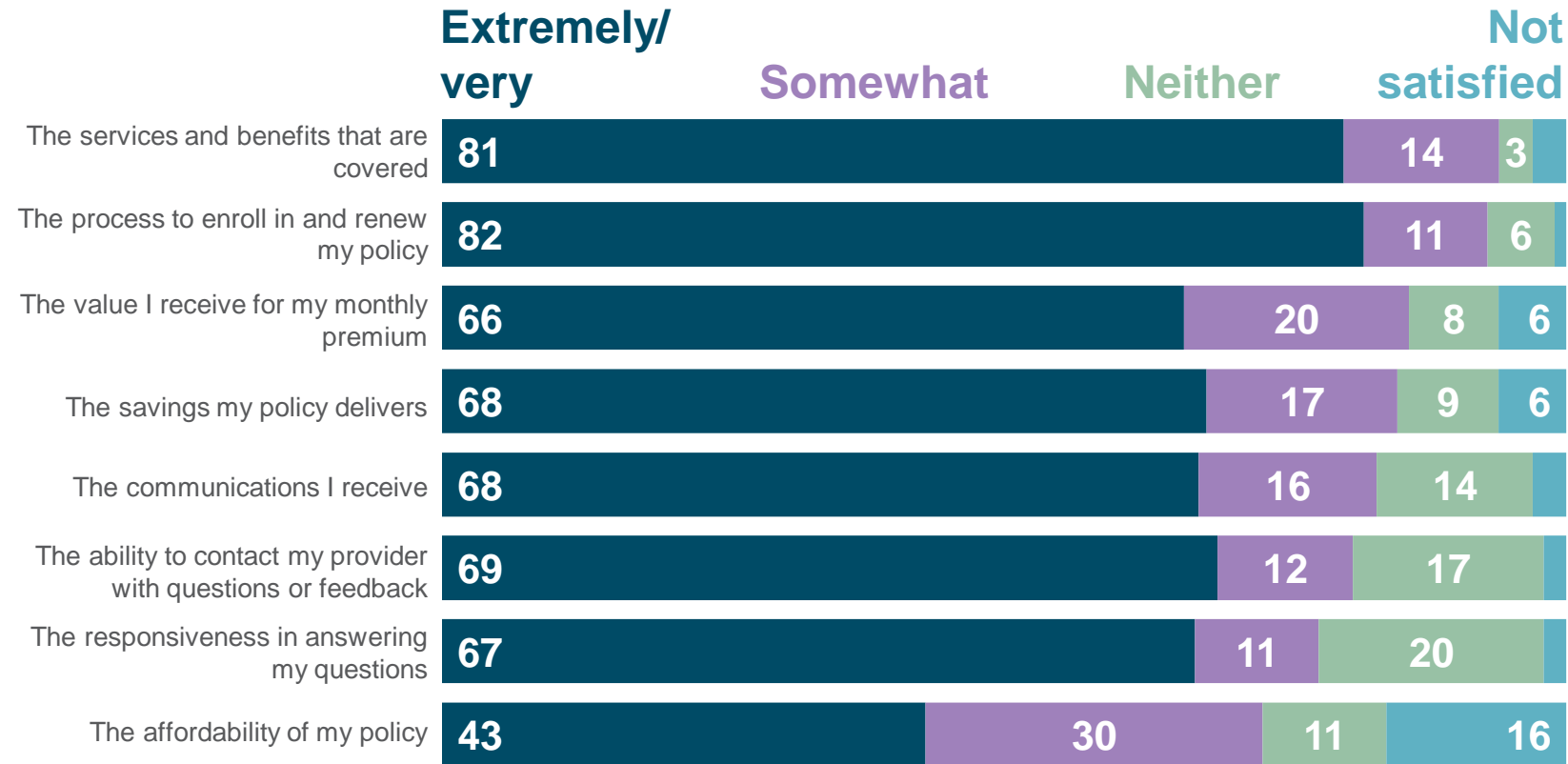


Which two of your benefits do you find the most valuable?



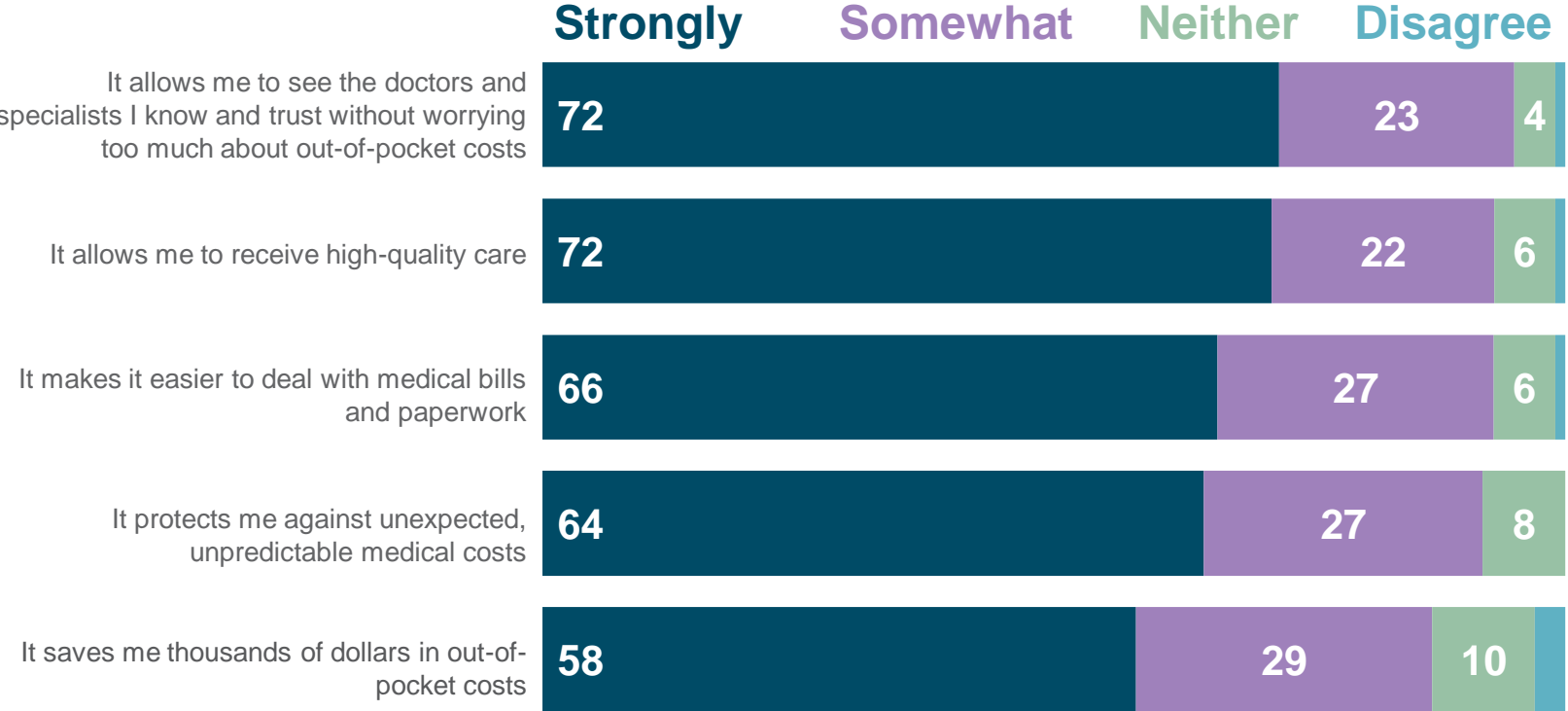
Seniors remain very satisfied with Medicare Supplement's services, benefits and ease of enrollment/renewals

Thinking about your Medicare supplemental insurance, how would you rate your satisfaction with...



Medicare Supplement coverage eases seniors' concerns about out-of-pocket costs and ensures they receive high-quality care

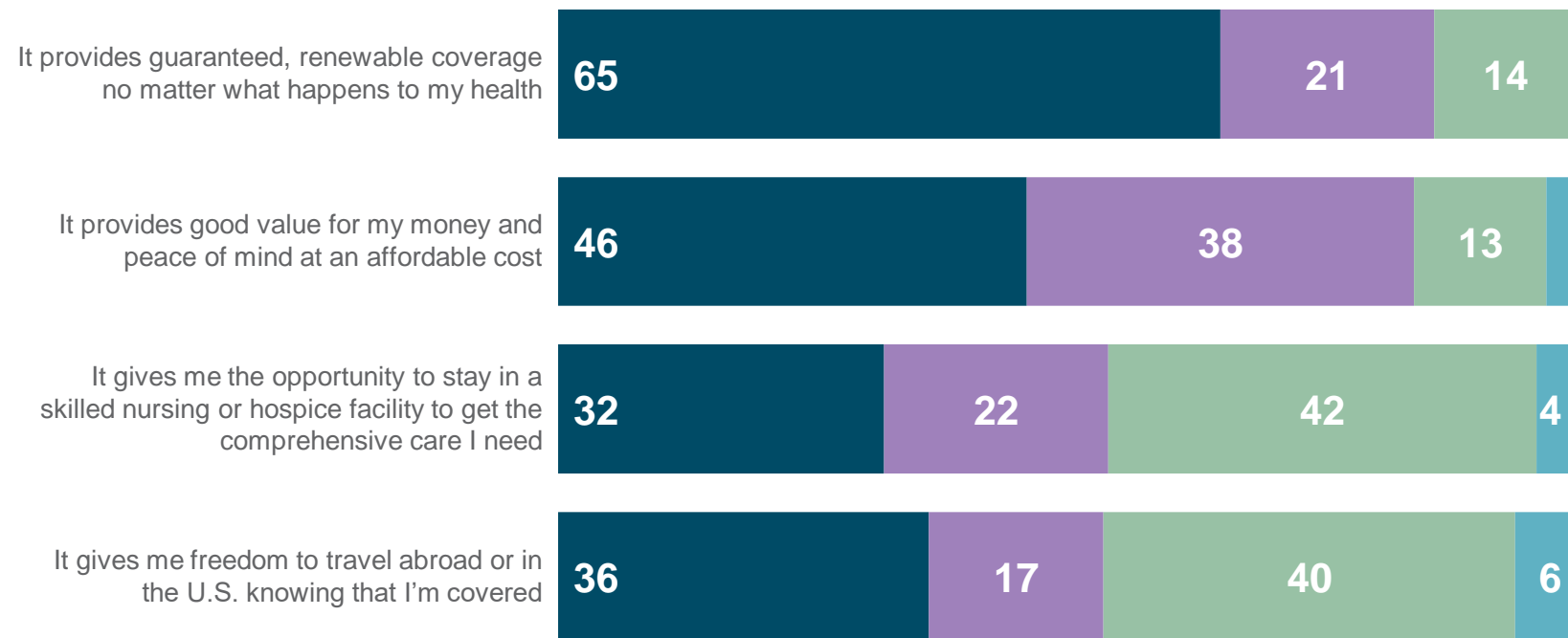
Thinking about your Medicare supplemental plan, indicate whether you agree with each... (Top tier)



Seniors know Medicare Supplement delivers guaranteed coverage and agree it provides good value and peace of mind

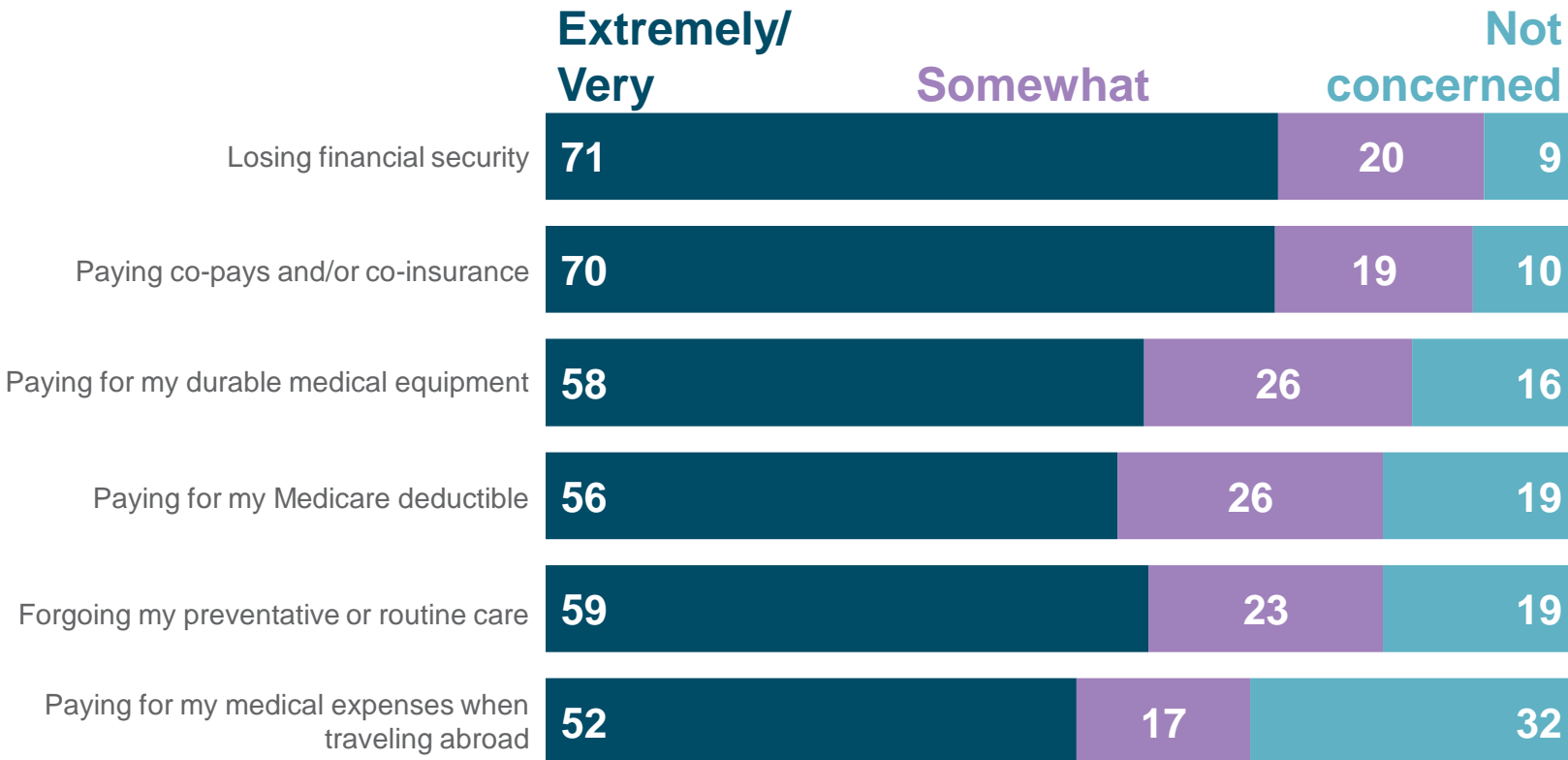
Thinking about your Medicare supplemental plan, indicate whether you agree with each... (Second tier)

Strongly **Somewhat** **Neither** **Disagree**



Seniors would have concerns about their short- and long-term financial well-being without Medicare Supplement

If you were unable to receive Medicare supplemental insurance, how concerned would you be about...



Thank You

Global Strategy Group