

Employees put off medical treatment but embrace virtual care



44% say they've deferred medical care since the pandemic began

Why?



COVID-19 exposure concerns
61%



Money worries
42%

Those with money worries deferred:

Routine screening/checkup*	New illness treatment/diagnosis	Care for mental health issues	Care for chronic conditions
73%	52%	52%	51%

*Employees may be deferring care that their medical plan would cover.

Many who deferred care intend to increase health care use post-pandemic

63%
of those with money concerns



vs.

29%
of those worried about COVID-19 exposure



and

57% of those who deferred mental health treatment

53% of those who deferred care for chronic conditions

38% of those who deferred any care



Mental health services are in demand

60% who deferred medical treatment turned to virtual care



Overall use increased from **17% in 2019** to **47% in 2020**



4 in 5 employees consider it to be at least as **good** as **face-to-face** consultations

Employees used virtual care for:

Routine screenings	Treatment/Diagnosis of new illness	Care for chronic conditions	Care for mental health issues
35%	21%	21%	20%

Employees with mental health issues are much more likely to get help via virtual care

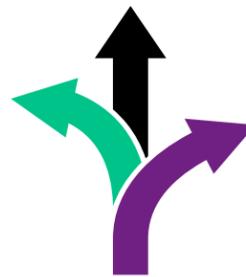


Percentage of virtual care users and non-users **able to obtain needed help** for mental health issues

Users		Non-users
77%	\$100,000 or more	55%
66%	\$50,000 - \$99,999	50%
54%	Less than \$50,000	34%
59%	Female	37%
70%	Male	50%
70%	White/Caucasian	45%
57%	Black/African American	27%
56%	Hispanic	47%

Low-income employees are over 40% more likely to say they got the care they needed when using virtual care.

Where do we go from here?



Virtual care opens additional pathways to access affordable and quality health care.

7 in 10 employees say they would consider using it in the future

8 in 10 current users would consider it again



Call to action: Consider expanding virtual care options and communicate effectively so your employees understand the value of their benefits and how they can get the care they need.