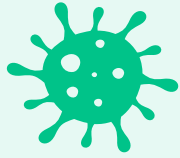


# Employees put off medical treatment but embrace virtual care



## 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 |
|----------------------------|---------------------------------|-------------------------------|-----------------------------|
| <b>73%</b>                 | <b>52%</b>                      | <b>52%</b>                    | <b>51%</b>                  |

\*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 |
|--------------------|------------------------------------|-----------------------------|-------------------------------|
| <b>35%</b>         | <b>21%</b>                         | <b>21%</b>                  | <b>20%</b>                    |

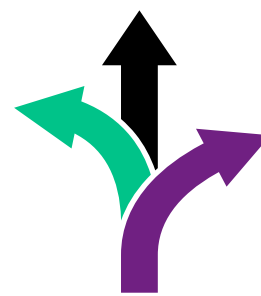


## Employees with mental health issues are much more likely to get help via virtual care

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

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

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.