



69% of Health Insurance Enrollees Do Not Understand How Their Coverage Works for Coronavirus (COVID-19), eHealth Survey Finds

March 18, 2020

Findings highlight uncertainties and differences in response to the crisis based on political affiliation, income and other factors among people age 18 to 64

SANTA CLARA, Calif., March 18, 2020 /PRNewswire/ -- According to a [new survey](#) of nearly 600 individual and family health insurance enrollees released today by eHealth, Inc. (NASDAQ: EHTH) ([eHealth.com](#)), more than two thirds (69%) feel they lack a basic understanding of how testing and treatment of coronavirus (COVID-19) would be covered by their health insurance plan.

A similar figure (64%) say they could not afford to pay out their full annual deductible if hospitalized for treatment of coronavirus.

"Health insurance enrollees may find some comfort in knowing that the new coronavirus is covered much like any other illness by their major medical health plan," said eHealth CEO Scott Flanders. "Most will find that testing for the virus is covered with no out-of-pocket cost. Unfortunately, our survey finds that many will struggle to pay their full deductible if hospitalized for treatment of the virus. We encourage consumers to familiarize themselves with the details of their coverage now and contact their insurer or licensed agent with questions or concerns."

Additional highlights from eHealth's [survey](#):

- **Responses to the coronavirus crisis illustrate political divides:** 34% of likely Republican voters say they are not concerned about coronavirus, compared to 13% of likely Democratic voters. Similarly, 38% of likely Republican voters express high confidence in the government's response, compared to 6% of likely Democratic voters.
- **The college educated and affluent are better able to make lifestyle adjustments in the face of coronavirus:** 52% of college graduates and 60% of those with incomes of \$100,000 to \$150,000 say they have a job allowing them work from home, compared to 19% of those with a high school education and 36% of those earning less than \$25,000 per year.

"For more than twenty years eHealth has been dedicated to bringing people peace of mind in the face of uncertain future medical expenses, and our hearts go out to all of those directly impacted by the coronavirus, especially the elderly and more vulnerable," said Mr. Flanders. "We're more dedicated to our mission than ever, and we encourage all our fellow Americans to pull together, look out for one another, and find common cause as we face this new challenge."

Read the [full report](#).

eHealth's findings are based on a voluntary survey of consumers age 18 to 64 who enrolled in individual and family health insurance plans purchased through eHealth. The survey was conducted between March 9 and March 12, 2020, and a total of 593 responses were received.

About eHealth

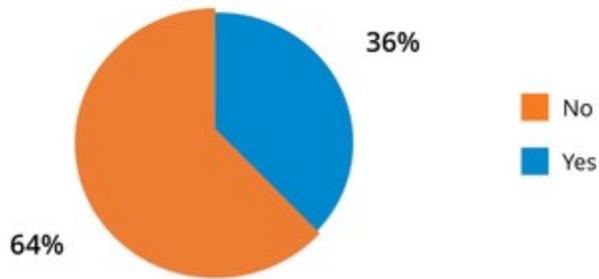
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If you had to pay out your health plan's full annual deductible for treatment of coronavirus, could you afford it?



Source: Health Insurance Consumers Respond to Coronavirus- March 2020

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