



NEWS RELEASE

Health Insurance Open Enrollment: Most Americans are Satisfied with Coverage, But 73% Delay Care Due to Costs

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Survey identifies confusion over coverage for GLP-1 drugs for weight loss, interest in AI to support enrollment, and support for ICHRA-style coverage

AUSTIN, Texas, Nov. 6, 2025 /PRNewswire/ -- **eHealth** (Nasdaq: EHTH), a leading health insurance marketplace, today released **new survey** findings revealing that while 88% of Americans are satisfied with their health insurance, nearly half (49%) rate the overall U.S. health insurance system a "C" or lower. Additionally, 73% say they have delayed or skipped medical care due to out-of-pocket costs.

Key findings from the survey of more than 1,500 Americans:

On coverage for GLP-1 drugs

- 55% of Americans mistakenly believe that GLP-1 drugs are covered for weight loss by most health insurance plans.
- 72% of Americans would be interested in taking a GLP-1 drug for weight loss if it were covered by their insurance company; among these, 36% would willingly pay at least \$500 extra per month.

On using artificial intelligence (AI) for insurance enrollment

- 71% of Americans would be interested in working with an AI agent when shopping for health insurance if it



provides them with more efficient help.

On employer-based coverage

- 68% of people with employer-based coverage like the idea of employers offering stipends for them to shop for health plans on their own in the ACA market, mirroring the approach currently available through Individual Coverage Health Reimbursement Arrangements (ICHRA).
- 88% of people with an employer-based plan wish they could bring their health insurance with them when they change jobs.

"Americans report mixed feelings about the health insurance system," said Derrick Duke, CEO of eHealth. "While many are satisfied with their coverage, affordability remains a major concern. With tens of millions navigating open enrollment for 2026, it's critical that consumers understand their options. Doing so can help them save time, potentially reduce costs, and ensure access to quality care."

Read the **full report**.

About the survey

The report's findings are based on a nationwide survey of 1,524 Americans conducted on Oct. 10 and 11 through a national survey vendor. The sampling error was plus or minus 3%.

About eHealth (NASDAQ: EHTH)

We're Matchmakers. For over 25 years, eHealth has helped millions of Americans find the healthcare coverage that fits their needs at a price they can afford. Consumers can visit our health insurance marketplace at **eHealth.com**, or call us to speak with a licensed insurance agent at 1-800-EHEALTH (1-800-343-2584), TTY 711. As a leading independent licensed insurance agency and advisor, eHealth offers access to over 180 health insurers, including national and regional companies.

For more information, visit **ehealth.com** or follow us on **LinkedIn**, **Facebook**, **Instagram**, and **X**. Open positions can be found on our **career page**.

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SOURCE eHealth, Inc.