

National Tracking Poll

Project: 2210035
 N Size: 1000 Adults
 Margin of Error: \pm 3%
 October 07-11, 2022

Topline Report

Question	Response	Frequency	Percentage
RCGP1	<i>And for your healthcare coverage, are you typically receiving bills, statements, explanations of benefits, insurance cards or other notifications by mail or online either through email, the provider website, or an app?</i>		
	Mail	506	51%
	Online	464	46%
	Don't know / Unsure	30	3%
RCGP2	<i>Thinking about bills, statements, notifications, or other important items you receive in the mail, how often would you say those have been lost, stolen or delayed?</i>		
	Very often	38	4%
	Somewhat often	89	9%
	Not that often	240	24%
	Not often at all	540	54%
Don't know / Unsure	93	9%	
RCGP3	<i>Have you, someone in your household or your landlord if you have one taken any security steps to protect the safety of information and documents or packages you receive in the mail, such as getting a locking mailbox, adding a video doorbell or camera near where your packages and mail are delivered, buying a shredder to dispose of documents, or other security measures?</i>		
	Yes	489	49%
	No	511	51%
RCGP4	<i>How concerned are you about the potential environmental impacts - such as deforestation, water/paper waste, carbon emissions, energy use, and other potential impacts - of printing and mailing bills, statements, notifications, and other pieces of information?</i>		
	Very concerned	246	25%
	Somewhat concerned	462	46%
	Not that concerned	226	23%
Not concerned at all	66	7%	

Question	Response	Frequency	Percentage
RCGP5	<i>Generally speaking, how important or unimportant is it to you that companies reduce the amount of paper used in their communications in order to help protect the environment?</i>		
	Very important	331	33%
	Somewhat important	497	50%
	Somewhat unimportant	129	13%
	Very unimportant	42	4%
RCGP6_1	<i>Now, thinking specifically about your employer-provided healthcare's notifications, such as bills, statements, explanations of benefits, and other notifications, how strongly do you agree or disagree with each of the following statements? Paper communications can be hard to keep track of over time</i>		
	Strongly agree	303	30%
	Somewhat agree	375	38%
	Neither agree nor disagree	181	18%
	Somewhat disagree	98	10%
	Strongly disagree	42	4%
RCGP6_2	<i>Now, thinking specifically about your employer-provided healthcare's notifications, such as bills, statements, explanations of benefits, and other notifications, how strongly do you agree or disagree with each of the following statements? Paper communications can be lost or delayed in the mail without me knowing</i>		
	Strongly agree	412	41%
	Somewhat agree	420	42%
	Neither agree nor disagree	117	12%
	Somewhat disagree	38	4%
	Strongly disagree	13	1%
RCGP6_3	<i>Now, thinking specifically about your employer-provided healthcare's notifications, such as bills, statements, explanations of benefits, and other notifications, how strongly do you agree or disagree with each of the following statements? Paper communications can be easily taken out of a mailbox</i>		
	Strongly agree	406	41%
	Somewhat agree	348	35%
	Neither agree nor disagree	145	14%
	Somewhat disagree	79	8%
	Strongly disagree	23	2%

Question	Response	Frequency	Percentage
RCGP6_4	<i>Now, thinking specifically about your employer-provided healthcare's notifications, such as bills, statements, explanations of benefits, and other notifications, how strongly do you agree or disagree with each of the following statements? Paper communications can easily be accidentally delivered to the wrong person including communications that have my personal information</i>		
	Strongly agree	392	39%
	Somewhat agree	421	42%
	Neither agree nor disagree	133	13%
	Somewhat disagree	39	4%
	Strongly disagree	15	2%
RCGP6_5	<i>Now, thinking specifically about your employer-provided healthcare's notifications, such as bills, statements, explanations of benefits, and other notifications, how strongly do you agree or disagree with each of the following statements? Printing and mailing paper communications costs money that could be spent on my healthcare</i>		
	Strongly agree	353	35%
	Somewhat agree	369	37%
	Neither agree nor disagree	192	19%
	Somewhat disagree	62	6%
	Strongly disagree	25	2%
RCGP7	<i>Many employers have proposed making it easier for employees to receive and store their health care communications through a secure online portal that only the individual employee could access. Employees would still have the choice to receive all communications by mail. To what extent would you support or oppose this proposal?</i>		
	Strongly support	552	55%
	Somewhat support	394	39%
	Somewhat oppose	47	5%
	Strongly oppose	7	1%
RCGP8	<i>Many employers are asking the federal government to make it easier for employers to set up secure, optional online portals for their employees' health communications with mail communication available to interested employees. These employers feel that current federal regulations make it difficult for employers to set up these secure online portals. Do you agree or disagree that the federal government should make it easier for employers to set up these health communications portals for their employees?</i>		
	Strongly agree	448	45%
	Somewhat agree	339	34%
	Neither agree nor disagree	173	17%
	Somewhat disagree	27	3%
	Strongly disagree	13	1%

Note: Group proportions may total to larger than one-hundred percent due to rounding. All statistics are calculated for registered voters with demographic post-stratification weights applied.

Respondent Demographics Summary

Summary Statistics of Survey Respondent Demographics

Demographic	Group	Frequency	Percentage
xdemAll	Adults	1000	100%
xdemGender	Gender: Male	496	50%
	Gender: Female	504	50%
	N	1000	
age	Age: 18-34	324	32%
	Age: 35-44	198	20%
	Age: 45-64	385	38%
	Age: 65+	93	9%
	N	1000	
demAgeGeneration	GenZers: 1997-2012	43	4%
	Millennials: 1981-1996	419	42%
	GenXers: 1965-1980	304	30%
	Baby Boomers: 1946-1964	230	23%
	N	996	
xeduc3	Educ: < College	550	55%
	Educ: Bachelors degree	280	28%
	Educ: Post-grad	170	17%
	N	1000	
xdemWhite	Ethnicity: White	784	78%
xdemHispBin	Ethnicity: Hispanic	134	13%
demBlackBin	Ethnicity: Black	113	11%
demRaceOther	Ethnicity: Other	103	10%
xdemEmploy	Employ: Private Sector	786	79%
	Employ: Government	129	13%
	Employ: Self-Employed	10	1%
	Employ: Homemaker	3	0%
	Employ: Student	1	0%
	Employ: Retired	9	1%
	Employ: Unemployed	2	0%
	Employ: Other	59	6%
N	1000		

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Summary Statistics of Survey Respondent Demographics

Demographic	Group	Frequency	Percentage
xreg4	4-Region: Northeast	202	20%
	4-Region: Midwest	221	22%
	4-Region: South	402	40%
	4-Region: West	175	17%
	N	1000	

Note: Group proportions may total to larger than one-hundred percent due to rounding. All statistics are calculated with demographic post-stratification weights applied.

