



September 30-October 01, 2015
 1331 Matched Respondents
 Effective Sample Size: 600
 Margin of error 4%

NJ Healthcare IVR Frequencies

Hi, this is Karen from TargetSmart Communications. We are conducting a public opinion survey and I would like to ask you a few quick questions.

Q.1 Would you say the price of healthcare in New Jersey is too high, too low, or about right? Press 1 for too high, press 2 for too low, press 3 for about right, or press 4 if you are unsure.

	Total
Too high	75
Too low	2
About right	15
Unsure	8
Too high - Too low	73

Q.2 How does the cost of your current health care coverage factor into your level of satisfaction? Press 1 for greatly, press 2 for moderately, press 3 for slightly, press 4 for not at all, or press 5 if you are unsure.

	Total
Greatly	32
Moderately	37
Slightly	11
Not at all	10
Unsure	10
Greatly/Moderately	70
Slightly/Not at all	21
Greatly/Moderately - Slightly/Not at all	49

Q.3 Thinking about your current health plan, what would you say is most dissatisfying? Press 1 for lack of access to quality doctors and hospitals, press 2 for deductibles are too high, press 3 for current coverage doesn't meet your health needs, press 4 for insurance premiums are too high or press 5 if you are unsure

	Total
Lack of access to	8
High deductibles	20
Doesn't meet needs	6
High premiums	30
Unsure	35

Q.4 How do you view Horizon Blue Cross Blue Shield of New Jersey, the state's largest health insurance provider? Press 1 if you have a very positive opinion of Horizon Blue Cross Blue Shield of New Jersey, press 2 if you have a somewhat positive opinion, press 3 if you have a somewhat negative opinion, or press 4 if you have a very negative opinion. Press 5 if you are not sure or have never heard of Horizon Blue Cross Blue Shield of New Jersey.

	Total
Very positive	27
Somewhat positive	33
Somewhat negative	13
Very negative	4
Unsure	23
Total positive	60
Total negative	17
Total positive - Total negative	43

Q.5 Horizon has recently announced new plans that would move New Jersey's health care system AWAY from a system that rewards doctors and hospitals for the number of tests and treatments they provide to one that rewards them for improving patient health and satisfaction. The new health plans will have lower monthly premiums for customers. Additionally, consumers will have the ability to save additional out-of-pockets costs for seeking care at certain, but not all, doctors and hospitals in Horizon's networks across New Jersey.

Based on what you just heard, do you support or oppose Horizon's new plans? Press 1 for support, press 2 for oppose, or press 3 if you are unsure.

	Total
Support	44
Oppose	16
Unsure	40
Support - Oppose	28

(Effective Base:264)

Q.6 (IF SUPPORT IN NEWPLAN) If you were required to visit a specified hospital within 7 miles of your home in order to obtain out-of-pocket savings, would you still be interested in the new health plan? Press 1 for yes, press 2 for no, or press 3 if you are unsure.

	Total
Yes	57
No	23
Unsure	20

Q.7 Horizon's new plans will reward hospitals and doctors for improving the satisfaction and quality of care patients receive and lower out-of-pocket costs and premiums for customers. Of these two different elements - improving satisfaction and the quality of patient care or lowering out-of-pocket costs - which one would have the biggest impact on your life? Press 1 for improving satisfaction and the quality of patient care, press 2 for lowering out-of-pocket costs, or press 3 if you aren't sure.

	Total
Improving quality	44
Lowering out of pocket	35
Unsure	20

Q.8 As part of Horizon's new plans, it is estimated that forty thousand currently uninsured residents in New Jersey will obtain health care coverage. How important is it to you that people currently uninsured are able to obtain coverage? Press 1 for very important, press 2 for somewhat important, press 3 for not very important, or press 4 for not important at all. Press 5 if you're not sure.

	Total
Very important	53
Somewhat important	21
Not very important	10
Not important at all	6
Unsure	9
Very/Somewhat important	74
Not very/Not all important	17
Very/Somewhat important - Not that important/not at all	57