

Medicare Beneficiaries Want More From Their Health Plans

Kyruus Health conducted a survey of 1,000 healthcare consumers to understand how they interact with health plans when searching, selecting, and accessing care. This infographic highlights the feedback provided by 172 Medicare beneficiaries.



Search

42%

of beneficiaries are unaware if their health plan offers transparency tools (compared to 26% of all consumers).



Transparency Tools Make An Impact

85%

find transparency tools helpful for **understanding healthcare coverage and benefits**

75%

say the tools enable them to **better manage healthcare spending**

Select

48%

of beneficiaries wish their health plan offered more accurate provider information.



Members Value Detailed Provider Profiles

When selecting a new provider or service, beneficiaries prioritize:

97%

clinical expertise

86%

quality of online ratings and reviews

70%

online scheduling

Access

56%

of beneficiaries said they would schedule appointments directly from their health plan's website or app if given the ability to do so.



Members Want More From Digital Tools

Beneficiaries prefer to do the following tasks online:

85%

complete pre-visit questionnaires

81%

provide insurance information and confirm coverage

69%

make payments

For more insights and trends, visit KyruusHealth.com/resources.