



# IT'S SIMPLE: PEOPLE WANT PLANS THAT MATCH THEIR NEEDS

We recently asked individuals what they want from a health care plan, here's what they said.

Consumers now more than ever require customized plans tailored to their needs. Based on a recent report commissioned by Cigna, we know individuals want a plan that is simple, affordable, and predictable.



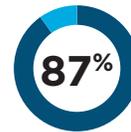
More than seven in ten consumers have avoided or delayed a visit to the doctor; cost and time are the biggest barriers to care



The complexity of the health care system is a barrier to care; close to six in ten consumers agree the health care system is so complicated they have trouble getting the help and answers they need



Seven in ten agree they want to speak with someone immediately, regardless of the time of day, when they have an issue



Close to nine in ten consumers say health insurance plans should make it easy for customers to talk to a doctor or nurse 24/7



More than half say that a health insurance plan that helped identify opportunities to decrease out-of-pocket costs would make them more interested in that plan



Nine in ten agree that a health insurance plan that provided actual drug costs and where to get the best prices would provide a real benefit to consumers

The data points referenced in this report come from a study commissioned by Cigna, produced by research firm Edelman Intelligence and conducted as an online survey of n=1,250 nationally representative U.S. adults (18+ years old). Interviewing took place from October 3-4, 2019. The margin of error is plus or minus 2.77 percent.

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