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Californians and COVID-19: Impacts, Responses, and Reasons for Hope

November 2020

Key Takeaways

- **COVID-19 has impacted nearly all Californians and has disproportionately impacted Latinos and Spanish Dominant**
 - 28% of all Californians personally know someone that has died of the virus
 - 33% of Latinos and 36% of the Spanish Dominant population personally know someone that has died of the virus
 - 62% of all Californians are experiencing economic disruptions to their household
 - 71% of Latinos and 83% of the Spanish Dominant population report experiencing economic disruptions to their household
 - 69% of all Californians report reducing use of health care services
 - 73% of Latinos and 80% of the Spanish Dominant population report reducing use of health care services

Key Takeaways (continued)

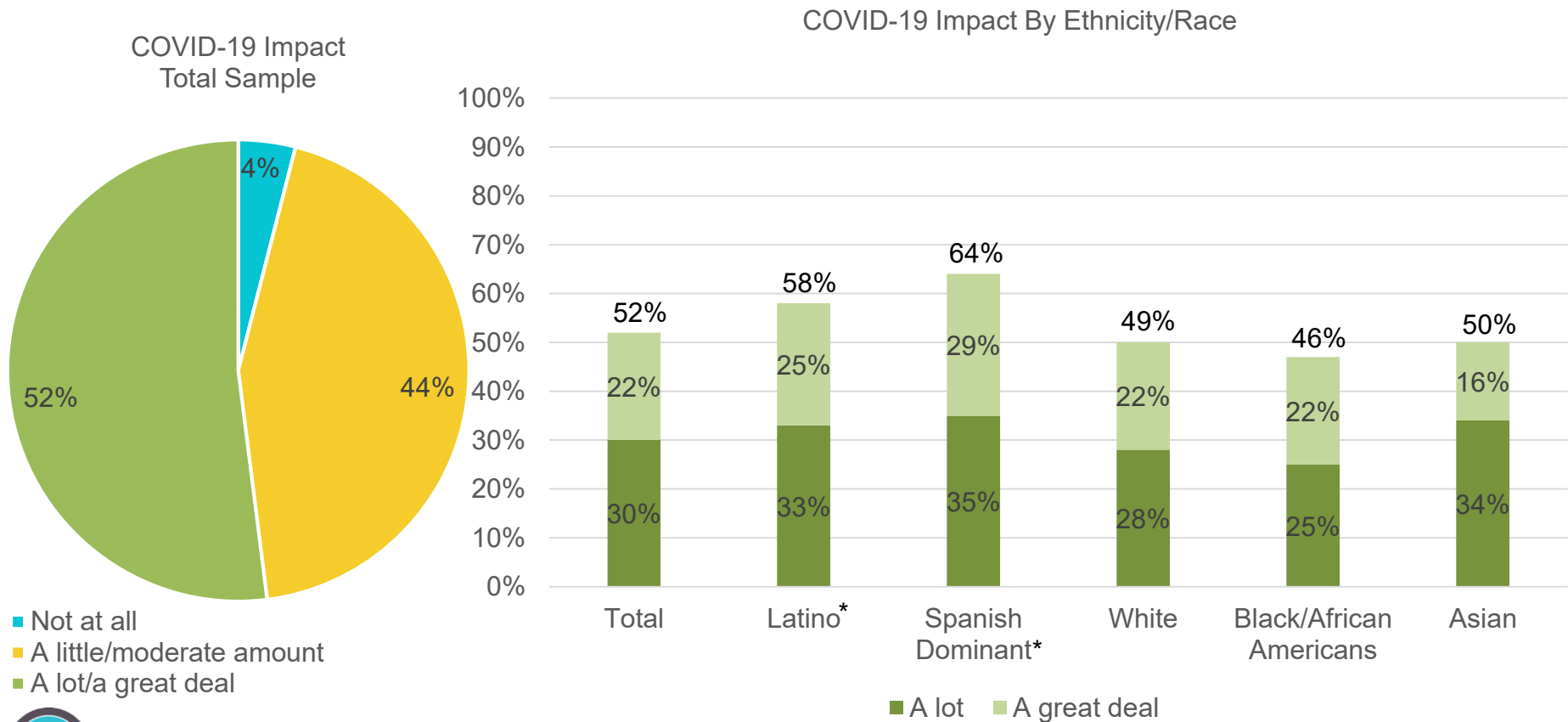
- **Uninsured are much less confident about how they will access care they need if diagnosed with COVID-19**
 - Only 21% of the uninsured population are very/extremely confident they have access to the care they need if they were diagnosed with COVID-19
 - Conversely, 38% of those with Medi-Cal and 60% of those with Covered California or Off-Exchange coverage report feeling confident that they will have the access they need
- **The share of Californians using telehealth expanded as a result of COVID-19**
 - Over a third (35%) of Californians started using telehealth for the first time
 - 59% of those that have used telehealth, report satisfaction with the care

Background

- Covered California, with research partner Greenberg, conducted research about COVID-19 from 10/28/20 – 11/11/20.
- The objectives were to understand how Californians feel about COVID-19 and their experience on health concerns, health care outcomes, access to care, and health insurance coverage.
- The research topics included the following:
 - Concerns and perceptions about health (mental, physical, financial)
 - Lifestyle/behavioral changes, financial instability, anticipated long-term changes, and personal experiences with COVID-19
 - Confidence in accessing care, changes to health care habits, health care utilization, and the impact to quality of life
 - Feelings about health insurance coverage, importance of health insurance coverage, and confidence in getting health care as needed
 - Demographics

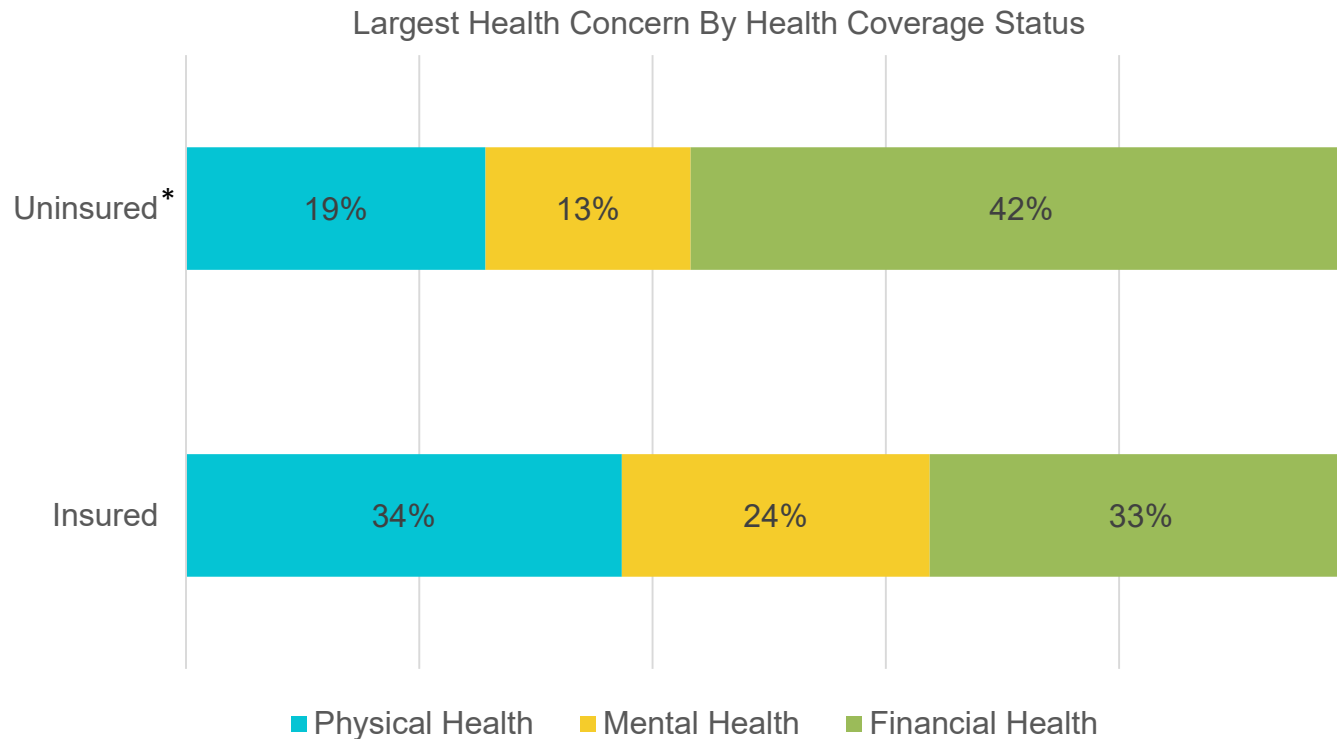
COVID-19 Impacts Nearly All Californians

Almost all (96%) Californians say they have been impacted by COVID-19. Latinos have been disproportionately impacted with 58% of the Latino population (even higher among Spanish Dominant at 64%) reporting that COVID-19 has impacted them *significantly*.



COVID-19 Has Increased Concern Over Financial, Mental, and Physical Health

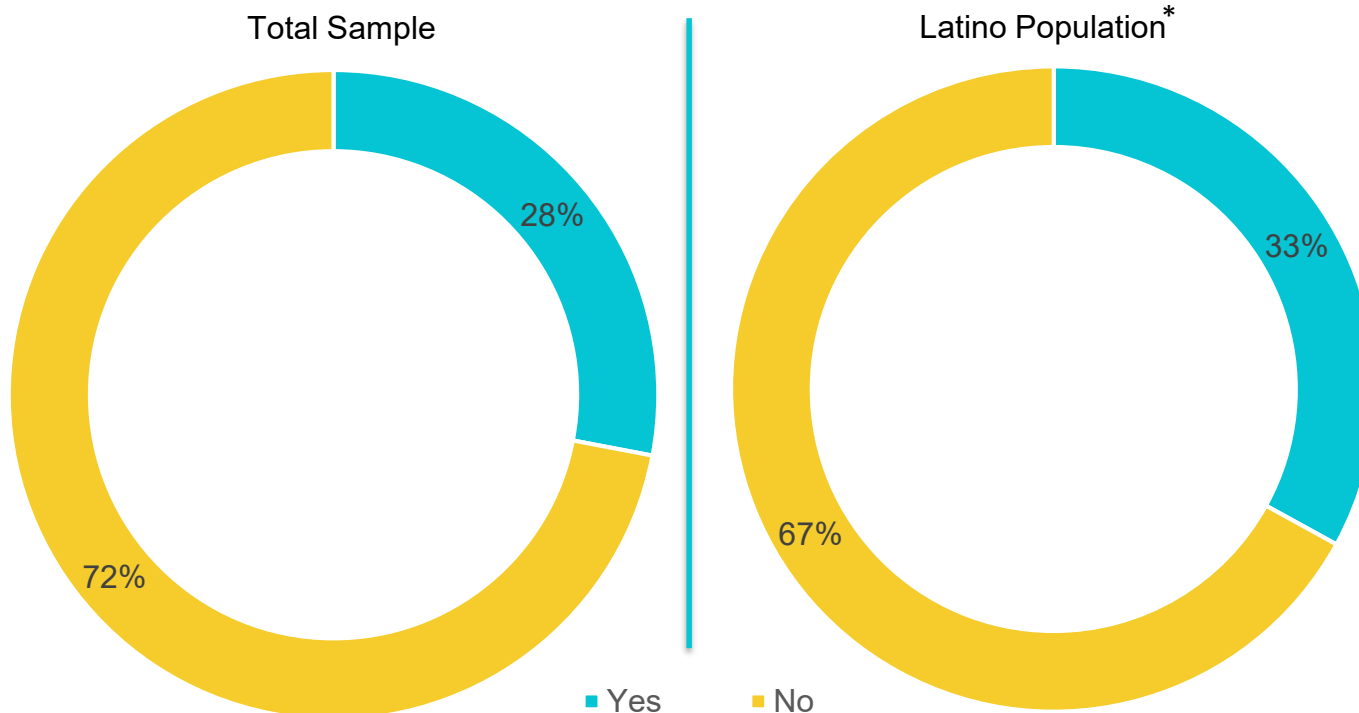
- Californians report increased concerns about financial health (66%), physical health (67%), and mental health (60%) due to COVID-19. However, the worry of financial health outweighs both physical and mental health risks for the uninsured population.



More Than a Quarter of Californians Know Someone Who Has Died Due to COVID-19

- Many Californians have been exposed to COVID-19 stating they know someone who has tested positive (42%) or someone who has been hospitalized (28%). More than a quarter (28%) of Californians know someone who has died due to COVID-19.

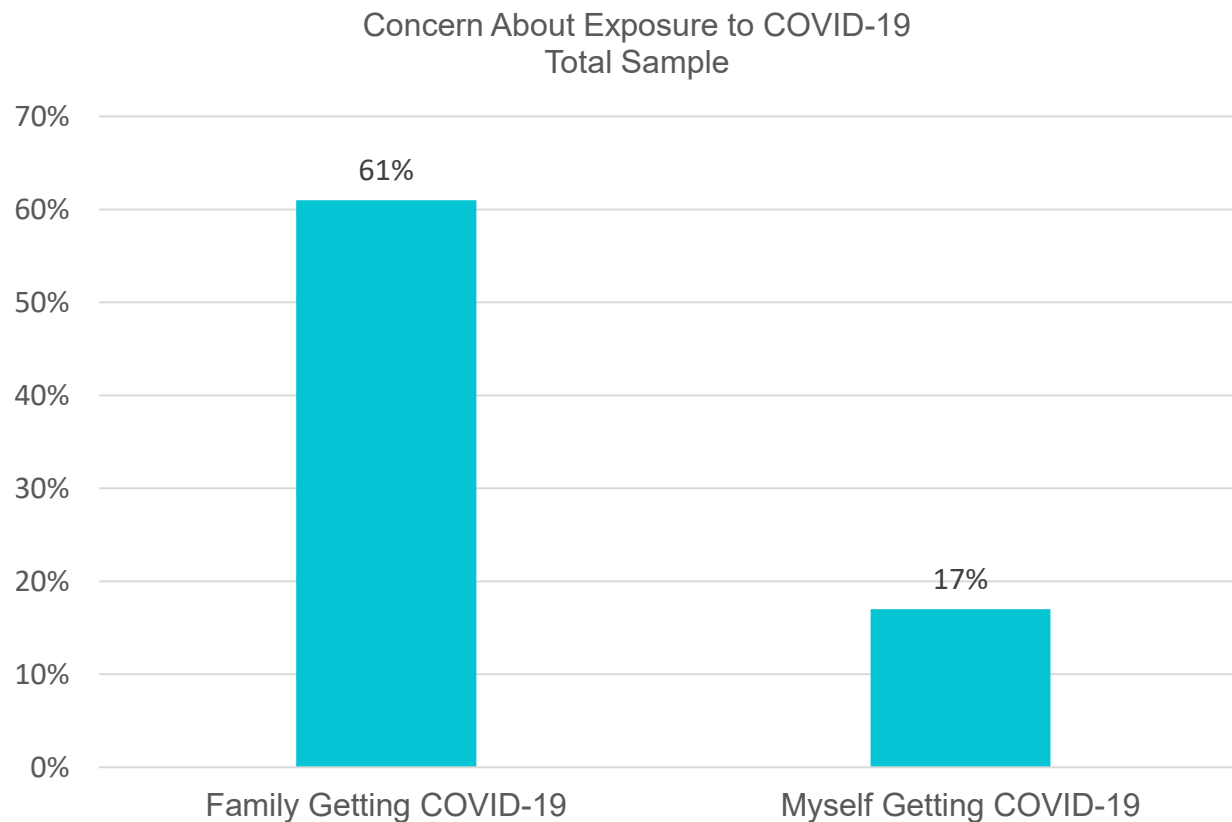
Know Someone Who Died Due to COVID-19



Among the Latino population, 33% (Spanish Dominant 36%) personally know someone has died of COVID-19 which is significantly higher than all other race/ethnic groups.

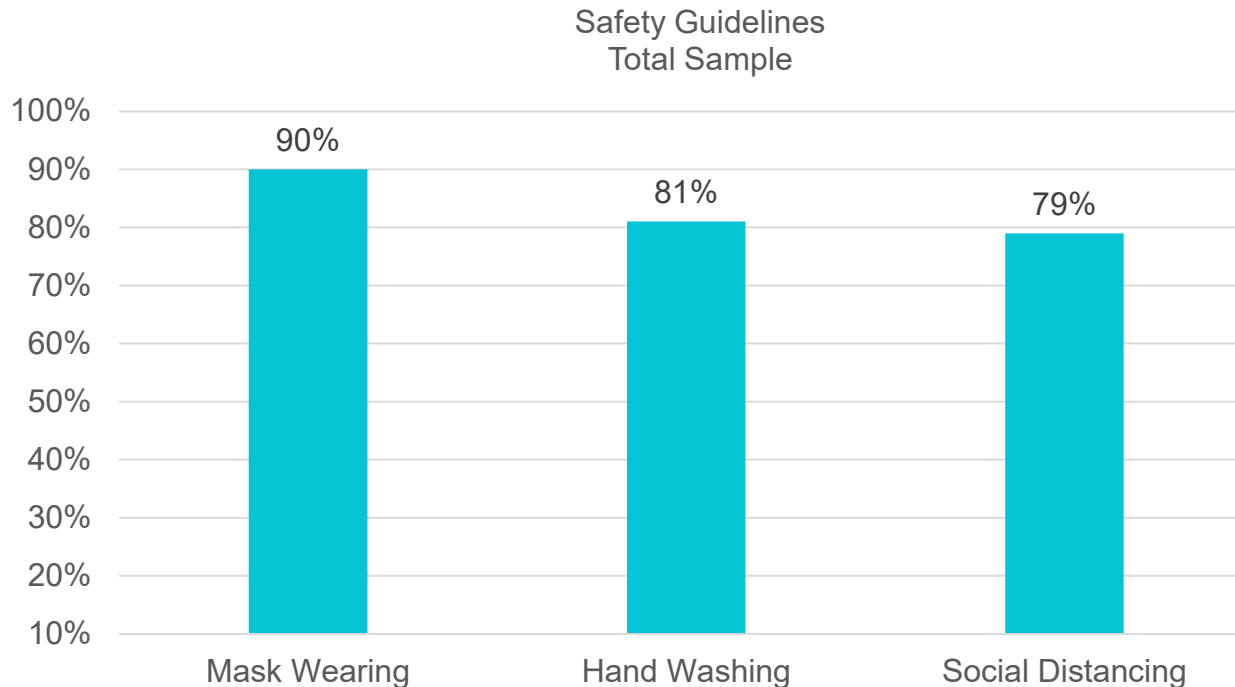
Concern for Loved Ones Being Exposed is Overwhelmingly Higher Than Personal Exposure

- Californians are more concerned about loved ones being exposed by over a 3:1 ratio stating they are more concerned about their families getting COVID-19 (61%) compared to them personally (17%).



Adherence to Safety Guidelines and Behaviors to Reduce COVID-19

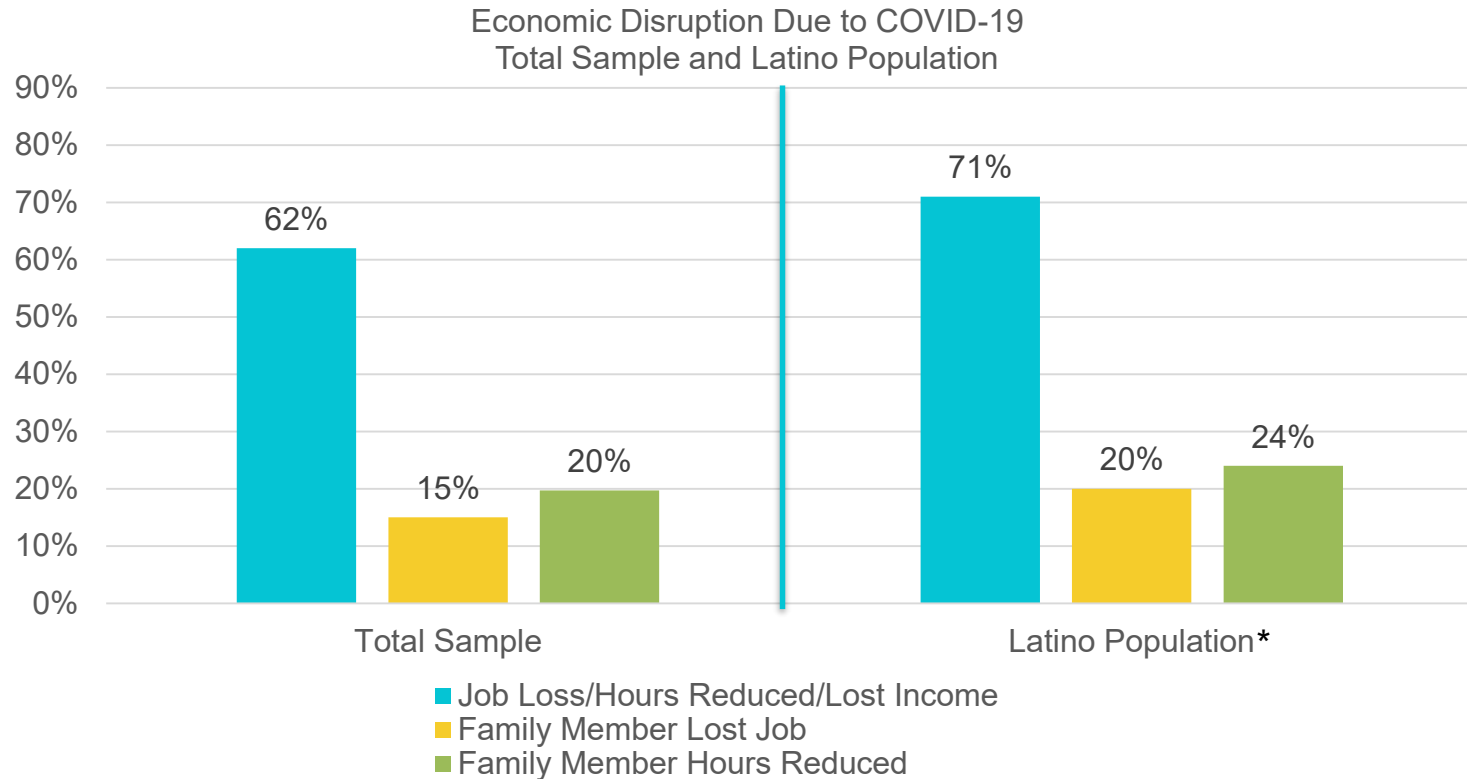
- Californians are broadly following core COVID-19 safety guidelines, especially increased mask wearing (90%), more frequent handwashing (81%), and social distancing (79%).



Asian-Americans as a whole (Chinese-American and Filipino-Americans in particular) report following safety guidelines at higher rates than other race/ethnic groups.

Economic Disruption Due to COVID-19

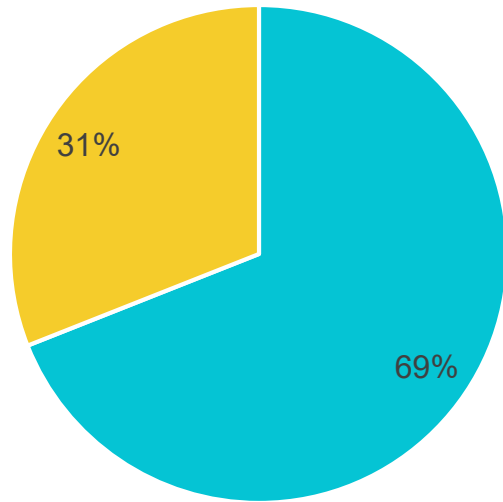
- **Three-fifths (62%) of Californians report experiencing an economic hit (job loss/hours reduced/lost income) as a result of COVID-19. Latinos have been disproportionately impacted economically due to COVID-19 with 71% of Latinos reporting an economic disruption (even higher at 83% among the Spanish Dominant population).**



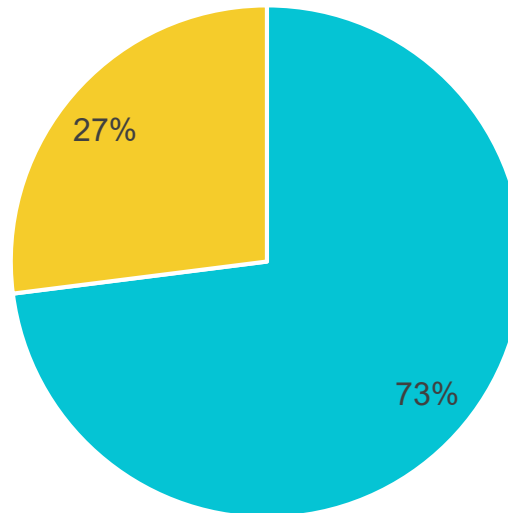
Reduction of Health Care Services and Delay in Care Due to COVID-19

- Over two-thirds (69%) of Californians report lower use of some type of health care service as a result of COVID-19, and a majority (57%) say that either they or their provider have cancelled, delayed, or not scheduled some sort of medical care.

Health Care Services Utilization
Total Sample



Health Care Services Utilization
Latino Population



■ Less Than Before

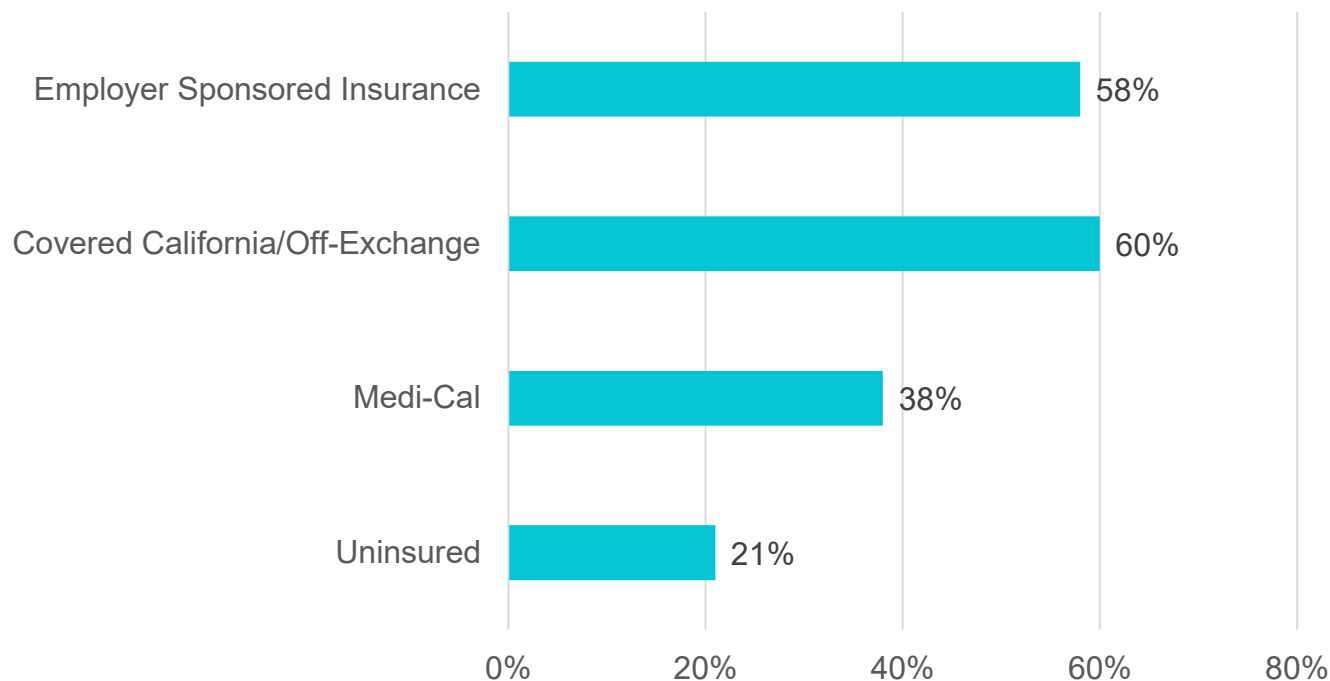
■ Not Less Than Before

The Spanish Dominant population report an even lower usage of health care services due to COVID-19 (80%)*.

In Tumultuous Times - Coverage Matters: Those Insured Have More Confidence in Access to Care if Diagnosed with COVID-19 Compared to Uninsured

- If diagnosed with COVID-19, 50% of Californians are very/extremely confident they would have access to the care they need. However, confidence varies by health insurance coverage.

Confidence in Access to Care by Coverage Source



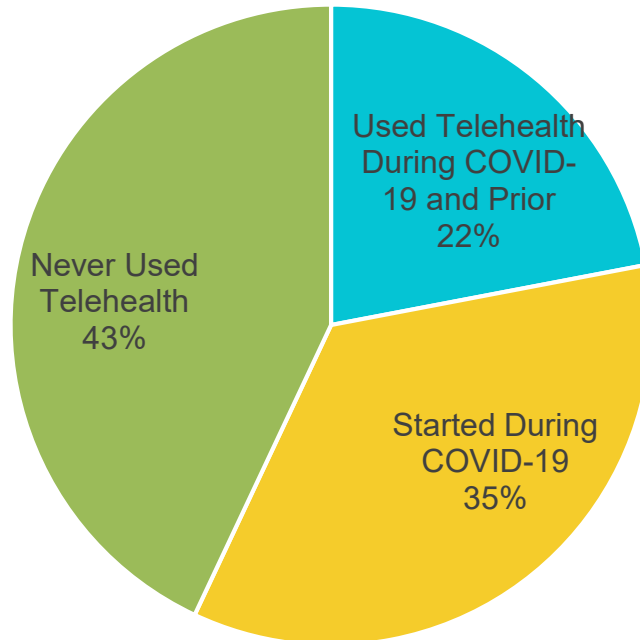
Among the uninsured population, only 21% are very/extremely confident they would have access to health care if needed.

However, 60% of those with Covered California or Off-Exchange coverage state they are very/extremely confident they or their family will have access to the care they need if diagnosed with COVID-19.

Growing Momentum for Telehealth

- The share of Californians using telehealth expanded as a result of COVID-19, from 22% to 57%; over a third (35%) of Californians started using telehealth for the first time during COVID-19.

Experience with Telehealth – Total Sample



36% of those insured with Covered California or Off-Exchange report using telehealth for the first time.

Nearly three-fifths (59%) of Californians who use telehealth during COVID-19 are very or extremely satisfied with the quality of care they received.

Methodology: Californians and COVID-19: Impacts, Response, and Reasons for Hope - A Study on the Impact of COVID-19 on Californians Survey, November 2020

How

- Online survey provided to respondents in English and Spanish
- Independently conducted by an external research and strategy consultancy firm, Greenberg a Material+ Company, is comprised of the top data analytics, consumer insights, and marketing services with headquarters in the San Francisco Bay Area

Who

- Population: California residents
- Mix of insured and uninsured
- Mix of gender, age (18-64), race, household income sizes, and geographical locations

Sample

- Total Completes n=3,017 [*Representative sample of California (guided by American Community Survey (ACS) 2019 results as a reference for the sampling plan and any data weighting)*]

When

- Fielding dates: October 28, 2020 – November 11, 2020