

# Office of the Health Care Advocate

a project of Vermont Legal Aid



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## Health Care Advocate Covid-19 Survey

### Preliminary Results

The Office of the Health Care Advocate put a survey in the field from Sunday April 12th through Sunday April 26 to gain a better understanding of how the Covid-19 pandemic was impacting Vermont families.

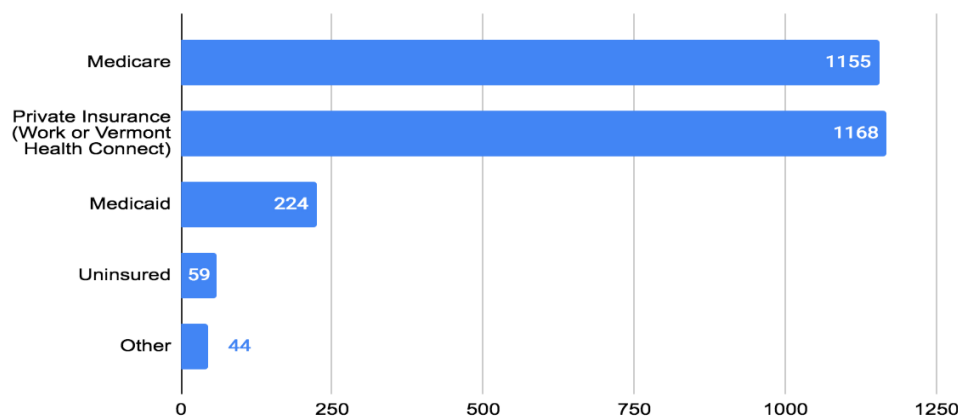
The following is a high-level preliminary description of what Vermonters told us.

**Disclaimer:** This is not a representative sample of Vermonters. The people who filled out this survey made the choice to fill it out. It would be inappropriate to interpret these numbers as an indication of how *all* Vermonters are being impacted by the Covid-19 virus.

### Who filled out the survey?

2,501 people filled out the survey. About half of the respondents were on Medicare (1155), half were on commercial plans (1168). A small number were on Medicaid (224) and an even smaller number were uninsured (59).

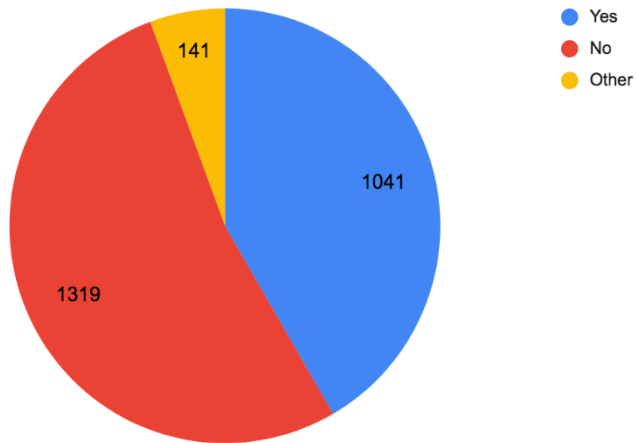
Do you have health insurance?



## Loss of Income Impacting Access To Health Care

- 42% (1041) of those who filled out the survey reported that they had lost income as a result of Covid 19 crisis.

Have you lost income as a result of the Covid-19 crisis?



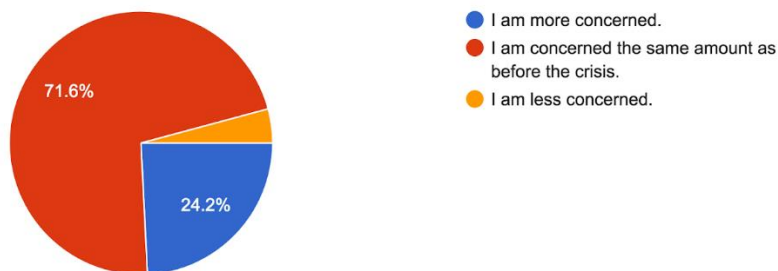
## Insurance

- 15% said they were concerned about their ability to pay their premiums but did not believe they would have to drop insurance, 3% or 71 people said that they thought they might have to drop their insurance.

## Medical Bills

- 24% (601) are more concerned that they won't be able to afford their medical bills

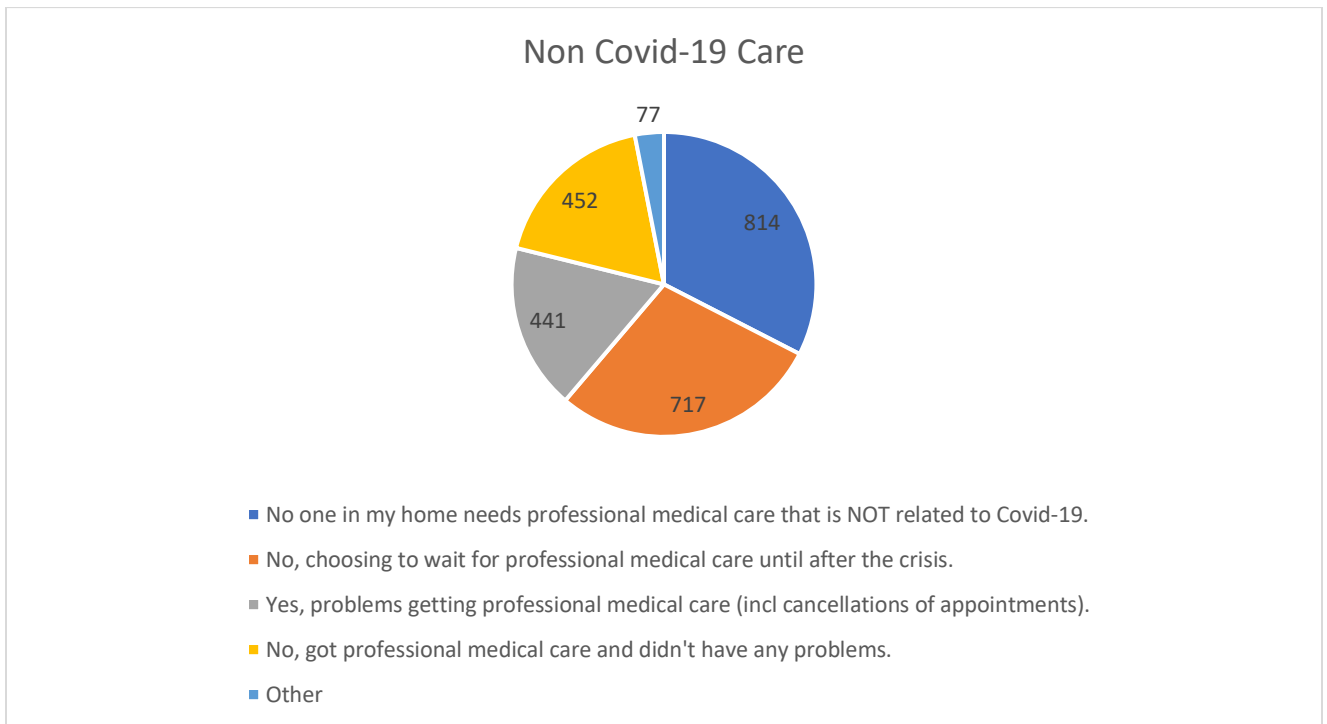
During the Covid-19 crisis, how has your concern about being able to afford medical bills changed?  
2,487 responses



## Non Covid-19 Care

- 29% (717) reported that they were choosing to wait for professional medical care and 18% (441) told us that they were having problems getting the professional care they needed. The combined total of these two categories of people not getting care was 46% (1158).

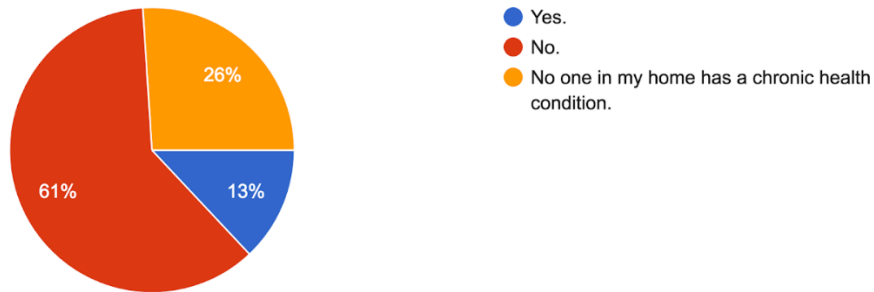
Access to Non-Covid-19 Care	Count	Percent
No one in my home needs professional medical care that is NOT related to Covid-19.	814	32.5%
Yes, problems getting professional medical care (incl cancellations of appointments).	441	17.6%
No, choosing to wait for professional medical care until after the crisis.	717	28.7%
No, got professional medical care and didn't have any problems.	452	18.1%
Other	77	3.1%



- 13% (325) said that they were having problems managing their chronic conditions not including mental health conditions.

During the Covid-19 crisis, has anyone in your home had problems managing chronic health conditions (not including mental health)?

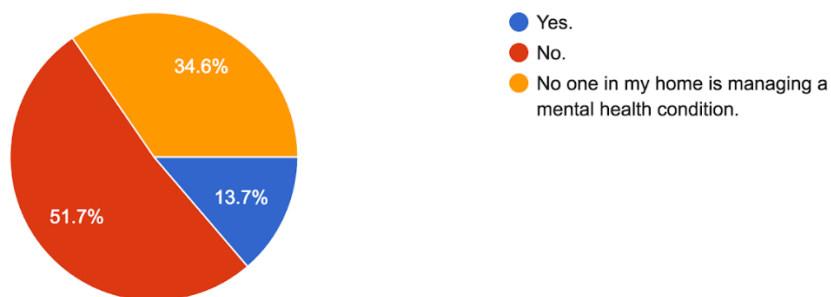
2,501 responses



- 14% (343) told us that they were having problems managing their mental health conditions.

During the Covid-19 crisis, has anyone in your home had problems managing mental health conditions?

2,501 responses

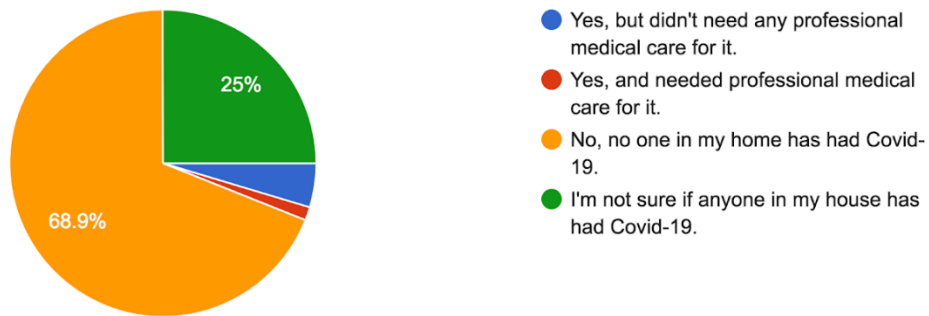


## Covid-19 Care

- 116 people said that they thought someone in their home had Covid-19 but didn't need professional medical care for it and 35 people reported that they did need medical care for Covid-19

Do you think anyone in your home has had Covid-19? (you can answer yes even if you haven't gotten tested)

2,501 responses



Please feel free to reach out to the HCA if you need help, or if you have questions about this survey.

Call the HCA HelpLine: 1-800-917-7787

Send an email: [HCA@vtlegalaid.org](mailto:HCA@vtlegalaid.org)

Visit our website: <https://vtlawhelp.org/health>

The Office of the Health Care Advocate, a part of Vermont Legal Aid, was set up to provide free help to all Vermonters with questions or problems with health insurance or access to health care. We also advocate for all Vermonters in the policy making and regulatory process. Every year, our HelpLine takes about 4,000 calls from Vermonters with health care and insurance problems. The HCA works to improve Vermonters' access to quality affordable health care.

Vermont Legal Aid is a statewide, non-profit law firm with a social justice mission. We provide free legal services to Vermonters facing civil legal problems that threaten their rights and well-being.