

# Price Transparency & Workplace COVID-19 Policies

Fielded August 2021

Every month, IBM Watson Health® conducts a health poll that surveys approximately 3,000 Americans to gauge attitudes and opinions on a wide range of healthcare issues.

This health poll is powered by the IBM Watson Health PULSE® Healthcare Survey, an independently funded, multi-modal (cell phone, internet) survey that collects information from approximately 60,000 U.S. households annually.

The results depicted in this report represent responses from 3,014 survey participants interviewed from August 1–15, 2021, with a margin of error of +/- 1.8%.

## Executive summary

This health poll asked Americans about their opinions about price transparency.

Of all respondents:

**39%**

said they or someone in their household looked for information regarding the price of specific healthcare services. This rate tends to increase with education level and income.

**73%**

of respondents who looked for pricing information for specific healthcare services said they were able to find it.

**34%**

of respondents who found pricing information for specific healthcare services said the Internet was their main source of information. 27% said they found it through their insurance company, 13% through their hospital, 12% through their physician and 11% through their employer.

**79%**

of respondents who found pricing information said they used the information to make a decision about healthcare services. This rate tends to decrease with age.

This health poll also asked Americans about workplace COVID-19 policies.

Of all respondents who indicated they were employed either part-time or full-time (57%):

**42%**

said they Never work from home or a remote setting, 28% said they Sometimes do and 27% said they Always do.

**57%**

said they Approve or Strongly Approve of workplace policies that ask employees to disclose their COVID-19 vaccination status to lessen workplace restrictions. 22% said they Disapprove or Strongly Disapprove and 20% said they are Neutral.

**59%**

said they Approve or Strongly Approve of workplace policies that require employees to be vaccinated against COVID-19 to lessen workplace restrictions. 23% said they Disapprove or Strongly Disapprove, and 17% said they are Neutral.

**34%**

said they Definitely feel safe to go back to the workplace, based on policies and procedures their employer has in place to address COVID-19. 14% said Probably Not or Definitely Not when asked if they feel safe to go back to the workplace.

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**Note:** Bolded figures are statistically significant.

**Note:** Care should be taken when interpreting all questions due to small sample sizes.

**Question 1:** Not including prescription drugs or dental services, in the past 12 months, have you or anyone in your household looked for information regarding the price of specific healthcare services? This would include services provided at a hospital, by a physician or by some other healthcare provider.

Age group (in years)	Yes	No
<35	<b>52.50%</b>	<b>43.10%</b>
35 - 64	37.70%	60.00%
65+	<b>23.50%</b>	<b>75.70%</b>
Total	38.50%	58.90%

## Education level

HS or Less	33.60%	63.10%
Some College/Associate	35.90%	61.50%
College+	42.90%	55.00%
Total	38.50%	58.90%

## Generation

Silent Generation	<b>16.40%</b>	<b>83.60%</b>
Baby Boomers	<b>25.80%</b>	<b>73.00%</b>
Generation X	37.00%	60.40%
Millennials	<b>51.10%</b>	<b>45.20%</b>
Total	38.50%	58.90%

## Annual income

<\$25k	34.50%	62.20%
\$25k - \$49.9k	37.40%	59.90%
\$50k - \$99.9k	40.70%	57.60%
\$100k+	44.50%	53.70%
Total	38.50%	58.90%

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**Question 2:** If you looked for pricing information for healthcare services, were you able to find the information you were looking for?

Age group (in years)	Yes	No
<35	71.50%	25.20%
35 - 64	73.60%	22.70%
65+	76.60%	18.80%
<b>Total</b>	<b>73.20%</b>	<b>23.10%</b>

## Education level

HS or Less	68.20%	26.50%
Some College/Associate	70.10%	25.40%
College+	77.10%	20.30%
<b>Total</b>	<b>73.20%</b>	<b>23.10%</b>

## Generation

Silent Generation	65.50%	23.50%
Baby Boomers	72.80%	22.70%
Generation X	73.00%	23.00%
Millennials	73.70%	23.30%
<b>Total</b>	<b>73.20%</b>	<b>23.10%</b>

## Annual income

<\$25k	66.10%	28.10%
\$25k - \$49.9k	73.70%	23.10%
\$50k - \$99.9k	75.10%	21.40%
\$100k+	78.00%	19.70%
<b>Total</b>	<b>73.20%</b>	<b>23.10%</b>

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**Question 3:** If you found pricing information for healthcare services, what was the main source for the information?

Age group (in years)	Employer	Insurance	Physician	Hospital	Internet	Another Source
<35	15.40%	21.80%	10.10%	20.30%	31.50%	
35 - 64	10.80%	27.10%	13.10%	9.20%	35.20%	
65+	<b>1.30%</b>	36.90%	9.70%	9.00%	38.00%	
<b>Total</b>	11.10%	26.60%	11.50%	13.30%	34.20%	2.00%

## Education level

HS or Less	16.50%	23.70%	10.50%	12.50%	32.70%	
Some College/Associate	6.20%	29.00%	11.90%	11.30%	36.40%	
College+	11.40%	26.50%	11.70%	14.60%	33.80%	
<b>Total</b>	11.10%	26.60%	11.50%	13.30%	34.20%	2.00%

## Generation

Silent Generation	0.00%	49.20%	13.10%	0.00%	37.70%	
Baby Boomers	<b>2.00%</b>	35.80%	9.80%	8.00%	38.00%	
Generation X	8.60%	28.30%	14.30%	8.90%	35.20%	
Millennials	16.50%	21.50%	10.20%	18.60%	32.10%	
<b>Total</b>	11.10%	26.60%	11.50%	13.30%	34.20%	2.00%

## Annual income

<\$25k	8.90%	25.90%	11.10%	9.30%	39.90%	
\$25k - \$49.9k	9.20%	29.20%	11.70%	14.30%	31.10%	
\$50k - \$99.9k	11.50%	27.80%	11.20%	14.20%	33.60%	
\$100k+	16.50%	21.60%	12.40%	14.70%	32.30%	
<b>Total</b>	11.10%	26.60%	11.50%	13.30%	34.20%	2.00%

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**Question 4:** If you found pricing information, did you use the information to make a decision regarding healthcare services?

Age group (in years)	Yes	No
<35	83.30%	14.10%
35 - 64	81.60%	15.90%
65+	<b>59.80%</b>	<b>38.10%</b>
Total	78.90%	18.50%

## Education level

HS or Less	77.60%	17.70%
Some College/Associate	80.00%	17.10%
College+	78.90%	19.60%
Total	78.90%	18.50%

## Generation

Silent Generation	<b>32.00%</b>	<b>68.00%</b>
Baby Boomers	<b>63.00%</b>	<b>34.70%</b>
Generation X	81.90%	15.40%
Millennials	83.80%	13.60%
Total	78.90%	18.50%

## Annual income

<\$25k	79.40%	16.10%
\$25k - \$49.9k	79.80%	18.90%
\$50k - \$99.9k	78.70%	19.00%
\$100k+	78.60%	19.70%
Total	78.90%	18.50%

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**Question 5:** Are you currently employed either part-time or full-time?

Age group (in years)	Yes	No
<35	77.70%	21.80%
35 - 64	62.60%	36.90%
65+	17.10%	82.90%
Total	56.70%	42.90%

## Education level

HS or Less	46.70%	53.00%
Some College/Associate	51.70%	48.00%
College+	65.00%	34.60%
Total	56.70%	42.90%

## Generation

Silent Generation	6.40%	93.60%
Baby Boomers	23.10%	76.90%
Generation X	63.30%	36.30%
Millennials	77.10%	22.20%
Total	56.70%	42.90%

## Annual income

<\$25k	33.50%	65.80%
\$25k - \$49.9k	55.60%	43.90%
\$50k - \$99.9k	65.50%	34.40%
\$100k+	73.10%	26.60%
Total	56.70%	42.90%



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**Question 6:** If employed, what is your current work setting?

	Always working from home or remote	Sometimes working from home or remote and sometimes going to my place of work	Never working from home or remote	Another arrangement
<b>Age group (in years)</b>				
<35	24.60%	<b>34.10%</b>	38.60%	1.80%
35 - 64	28.30%	24.70%	43.60%	2.70%
65+	33.60%	19.40%	45.60%	0.00%
<b>Total</b>	27.30%	27.90%	41.80%	2.20%
<b>Education level</b>				
HS or Less	21.00%	25.50%	48.70%	3.50%
Some College/Associate	24.40%	<b>19.60%</b>	<b>51.70%</b>	3.10%
College+	31.00%	32.80%	<b>34.50%</b>	1.30%
<b>Total</b>	27.30%	27.90%	41.80%	2.20%
<b>Generation</b>				
Silent Generation	40.60%	0.00%	59.40%	0.00%
Baby Boomers	<b>37.90%</b>	<b>16.20%</b>	44.30%	0.70%
Generation X	24.30%	25.10%	46.50%	3.10%
Millennials	27.30%	32.80%	37.40%	1.80%
<b>Total</b>	27.30%	27.90%	41.80%	2.20%
<b>Annual income</b>				
<\$25k	25.30%	23.80%	44.80%	3.60%
\$25k - \$49.9k	21.70%	25.10%	48.40%	3.80%
\$50k - \$99.9k	25.50%	28.30%	45.00%	1.00%
\$100k+	<b>37.30%</b>	<b>34.90%</b>	<b>27.10%</b>	0.80%
<b>Total</b>	27.30%	27.90%	41.80%	2.20%

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**Question 7:** Most U.S. employers believe immunization of the workforce against COVID-19 is necessary to lessen current pandemic restrictions. Some employers are now requiring employees to be vaccinated in order to lessen workplace restrictions, such as working from home or social distancing at work. If employed, how do you feel about such a requirement?

Age group (in years)	Strongly approve	Approve	Neutral	Disapprove	Strongly disapprove
<35	31.10%	27.10%	19.70%	8.30%	12.20%
35 - 64	37.40%	19.90%	16.50%	10.50%	15.20%
65+	<b>53.30%</b>	20.10%	<b>8.40%</b>	<b>2.70%</b>	14.00%
<b>Total</b>	36.10%	22.70%	17.20%	9.10%	14.00%

## Education level

HS or Less	28.60%	18.80%	<b>26.50%</b>	11.20%	13.30%
Some College/Associate	<b>27.30%</b>	24.20%	18.00%	11.10%	17.60%
College+	<b>43.10%</b>	23.40%	13.30%	7.40%	12.50%
<b>Total</b>	36.10%	22.70%	17.20%	9.10%	14.00%

## Generation

Silent Generation	78.60%	21.40%	0.00%	0.00%	0.00%
Baby Boomers	45.10%	22.00%	13.70%	4.90%	13.30%
Generation X	36.70%	18.50%	17.30%	11.00%	16.20%
Millennials	33.30%	26.30%	17.90%	8.60%	12.40%
<b>Total</b>	36.10%	22.70%	17.20%	9.10%	14.00%

## Annual income

<\$25k	33.10%	21.30%	20.90%	10.70%	12.20%
\$25k - \$49.9k	<b>26.30%</b>	24.40%	20.40%	10.70%	17.30%
\$50k - \$99.9k	35.40%	23.40%	17.40%	8.10%	14.50%
\$100k+	<b>49.10%</b>	21.50%	<b>11.80%</b>	7.00%	10.60%
<b>Total</b>	36.10%	22.70%	17.20%	9.10%	14.00%

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**Question 8:** In an effort to lessen current COVID-19 pandemic restrictions some employers may ask employees to disclose their vaccination status either to their employer or other employees in order to lessen workplace restrictions, such as working from home or requiring masks at work. If employed, how do you feel about such a policy?

Age group (in years)	Strongly approve	Approve	Neutral	Disapprove	Strongly disapprove
<35	28.20%	24.90%	<b>25.30%</b>	9.00%	11.20%
35 - 64	33.90%	23.80%	17.10%	8.40%	16.10%
65+	<b>52.20%</b>	22.50%	<b>8.50%</b>	3.90%	11.40%
<b>Total</b>	33.00%	24.10%	19.60%	8.30%	13.90%

## Education level

HS or Less	<b>24.80%</b>	24.80%	<b>28.80%</b>	10.60%	11.60%
Some College/Associate	<b>25.00%</b>	25.00%	20.60%	<b>12.80%</b>	17.00%
College+	<b>39.90%</b>	39.90%	15.80%	<b>5.30%</b>	13.40%
<b>Total</b>	33.00%	33.00%	19.60%	8.30%	13.90%

## Generation

Silent Generation	78.60%	21.40%	0.00%	0.00%	0.00%
Baby Boomers	<b>44.20%</b>	26.70%	<b>9.30%</b>	5.00%	13.40%
Generation X	32.00%	24.10%	17.80%	8.40%	17.10%
Millennials	31.10%	23.70%	23.40%	9.10%	11.60%
<b>Total</b>	33.00%	24.10%	19.60%	8.30%	13.90%

## Annual income

<\$25k	32.40%	22.10%	23.20%	9.80%	10.10%
\$25k - \$49.9k	<b>22.20%</b>	23.50%	<b>25.80%</b>	11.90%	16.20%
\$50k - \$99.9k	32.60%	26.60%	19.30%	6.60%	14.20%
\$100k+	<b>45.60%</b>	23.70%	<b>11.90%</b>	5.60%	12.80%
<b>Total</b>	33.00%	24.10%	19.60%	8.30%	13.90%

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**Question 9:** If employed, based on the policies and procedures your employer has in place to address the COVID-19 pandemic, do you currently feel it is safe to go to your place of work in-person and with other employees present?

Age group (in years)	Definitely	Probably	Neutral	Probably not
<35	<b>26.60%</b>	28.90%	17.80%	12.40%
35 - 64	38.40%	27.90%	13.80%	7.50%
65+	39.20%	30.00%	8.10%	8.10%
<b>Total</b>	33.90%	28.40%	15.00%	9.40%

## Education level

HS or Less	33.10%	25.20%	14.30%	10.70%
Some College/Associate	33.40%	28.20%	15.40%	8.30%
College+	34.50%	29.70%	15.00%	9.50%
<b>Total</b>	33.90%	28.40%	15.00%	9.40%

## Generation

Silent Generation	34.00%	25.40%	0.00%	0.00%
Baby Boomers	39.00%	32.40%	9.40%	9.10%
Generation X	38.50%	28.10%	14.00%	6.90%
Millennials	29.10%	27.90%	17.00%	11.60%
<b>Total</b>	33.90%	28.40%	15.00%	9.40%

## Annual income

<\$25k	29.20%	23.40%	19.50%	10.30%
\$25k - \$49.9k	29.20%	29.40%	17.00%	10.00%
\$50k - \$99.9k	34.50%	28.40%	15.00%	8.80%
\$100k+	40.60%	31.60%	10.20%	9.60%
<b>Total</b>	33.90%	28.40%	15.00%	9.40%

**Note:** Question 9 results continued on Page 13.

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**Question 9:** If employed, based on the policies and procedures your employer has in place to address the COVID-19 pandemic, do you currently feel it is safe to go to your place of work in-person and with other employees present?

Age group (in years)	Definitely not	Entirely remote	Does not have policies/procedures
<35	6.40%	2.50%	3.00%
35 - 64	4.40%	4.10%	2.10%
65+	0.00%	<b>10.70%</b>	0.00%
<b>Total</b>	4.90%	4.00%	2.30%

## Education level

HS or Less	4.80%	2.90%	4.00%
Some College/Associate	6.50%	5.20%	0.90%
College+	4.20%	3.80%	2.40%
<b>Total</b>	4.90%	4.00%	2.30%

## Generation

Silent Generation	0.00%	<b>40.60%</b>	0.00%
Baby Boomers	0.00%	7.00%	0.70%
Generation X	4.50%	4.30%	2.10%
Millennials	6.30%	2.90%	2.80%
<b>Total</b>	4.90%	4.00%	2.30%

## Annual income

<\$25k	7.50%	3.50%	0.50%
\$25k - \$49.9k	5.50%	4.40%	2.70%
\$50k - \$99.9k	4.80%	3.70%	3.10%
\$100k+	2.10%	4.00%	1.50%
<b>Total</b>	4.90%	4.00%	2.30%

## Learn More

Explore other PULSE Health Polls here:  
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