

# Key takeaways



**By coordinating initiatives to improve awareness**, plan sponsors can help to educate consumers, informing them about all the care options available to them, including both virtual and brick-and-mortar care.



**Education efforts will be critical** to arming consumers with the information required to access the care they need—for greater productivity, better outcomes and a more cohesive experience.



**Growing technology options** can provide consumers with a stronger connection to their health, offering solutions to the fragmentation shaping the health care landscape.

# Numbers to remember

**94%**

of consumers say they are satisfied with virtual care from their primary care physician

**92%**

of consumers expect to have access to their medical data via web solutions

**86%**

of employers say their employees know which benefits to access for health issues

**87%**

of health plan leaders say their members know how to navigate the suite of benefits offered

**62%**

of consumers say it's difficult to know when to use each benefit offered

## Top concerns as care shifts away from traditional settings

CONSUMERS

**50%**

Lower quality of care

EMPLOYERS

**32%**

Ability of their employees to use technology

HEALTH PLAN LEADERS

**39%**

Limited integration with in-person providers