

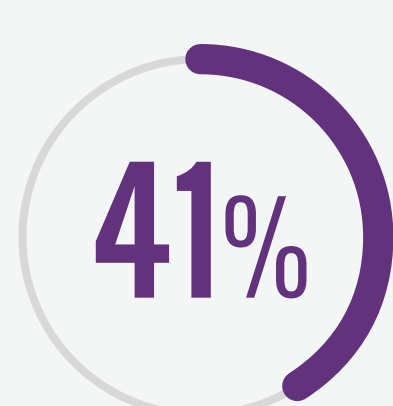
The Doctor Will See You Now

Assessing & addressing the impact of COVID-19 on deferred care

One of the unexpected effects of COVID-19 has been employees putting off needed health care.



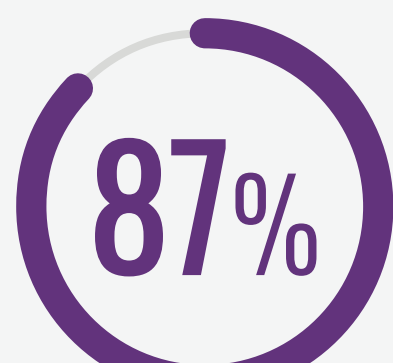
of medical practices reported a **drop in patient volume** by April 2020.¹



of U.S. adults had **delayed or avoided medical care** by the end of June 2020.²

That percentage includes:²

- Routine care 32%**
- Urgent or emergency care 12%**

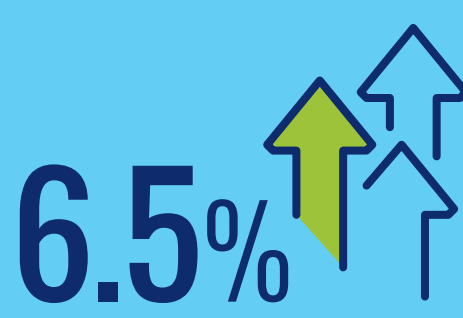


say the top reason for skipping health care was **worries about the pandemic**.¹

- 9% say job and/or insurance loss**
- 4% report refusal to comply with provider mask mandates**



Due to pandemic-related deferred care **2020 medical claims** covered by employer-sponsored plans were an average **5% lower than initial forecasts**.³



In 2022, experts predict a COVID-19 “hangover,” marked by **increased patient utilization**, that will lead to a projected **6.5% increase in employer medical costs**.⁴

When searching for care, **Americans care most about** whether a potential provider:⁵

- Accepts their **insurance** **72%**
- Is **convenient** to their location **69%**
- Makes it **easy and fast** to get an appointment **47%**

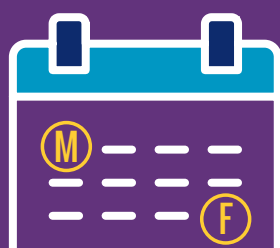


Employers that leverage technology to integrate ease and convenience into **finding an in-network provider and booking an appointment** can realize a **5-9x ROI**, including an average **\$300 savings** per appointment booked.⁶



Best time of day for an appointment:

Early in the morning or right after lunch. The worst? Between 11 a.m. and noon or 4-5 p.m.⁷



Worst days for a routine appointment:

Mondays (provider offices are packed with people who were sick all weekend) and Fridays (provider offices are packed with people who don't want to be sick all weekend).⁷



Worst time to call a specialist's office:

In the morning, since many spend mornings at hospitals.⁷

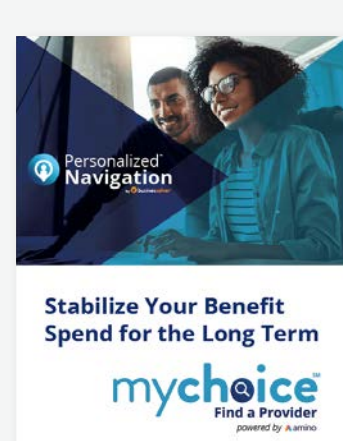
Averaged across all specialties, **March is the busiest month of the year for appointments**, followed closely by January and August.⁸

- Allergists** (no surprise) are busiest from March through May.
- Cardiologists** are busiest during February (aww, heart month!) and March.
- ENTs** are busiest January through March.
- Pediatricians**—also no surprise—are busiest during January (winter break), March (spring break), and August (right before school starts).
- Primary care doctors** are busiest in March and August, least busy in November and December.



Guide your employees to in-network, high-quality, cost-effective, and convenient care—plus help them find that perfect appointment on a Tuesday after lunch in November.

Learn more about MyChoice® Find a Provider.



1. No Time to Waste: Deferred Care and Pandemic Recovery; Humana/MGMA, 2021.
 2. Delay or Avoidance of Medical Care Because of COVID-19-Related Concerns; U.S. Centers for Disease Control and Prevention, 2020.
 3. Carrier Trend Report; Aon, 2020.
 4. Medical Cost Trend: Behind the numbers 2022; Pricewaterhouse Coopers, 2021.
 5. Consumer Research: America's Readiness to Choose a Doctor or Hospital; Healthgrades, prepared by Harris Interactive, 2012.
 6. Amino, 2021.
 7. Secrets to a Successful Doctor's Appointment; Seattle Times, 2005.
 8. What Times of Year are Doctors the Busiest?; Zocdoc, 2016.