Making the connection with whole-person care

Overall wellness requires multidimensional care coordination, yet 7 out of 10 people say that the American healthcare system is too hard to navigate.[1] **In fact, four key barriers make the overall care experience challenging.**

Social, emotional, economic, and environmental conditions all play a vital role in our overall health. That's why whole-person care is the key to improving health outcomes.

Barrier 1: Confusion

52%
of health plan members don't understand their medical bills.[5]

75%
of health plan members don't understand their health insurance.[2]

71%
of health plan members don't know if their health plan offers access to telehealth and virtual care services.[2]
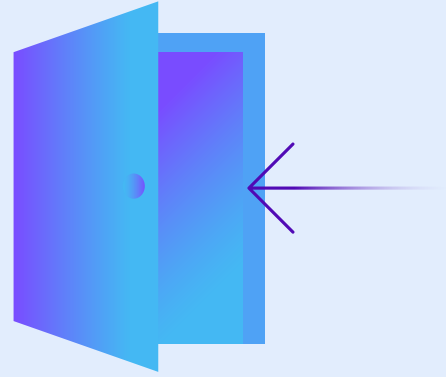
Barrier 2: Access

1 in 4
don't have a healthcare provider.[3]

40.8 miles
is the average distance patients in rural areas travel for treatment.[5]

28%
of rural homes lack home broadband.[6]

Roughly **9.2%**
of the population had no health insurance in 2021.[6]

3.6 million
can't get medical care due to transportation issues.[4]

Barrier 3: Cost

Nearly **40%**
skip medical care because of the cost.[7]

29%
aren't taking prescribed medication because of costs.[7]

46%
of insured adults can't afford their out-of-pocket costs.[7]

27%
report difficulty paying their deductible.[7]

Barrier 4: Care coordination

9.2 million
adults have a co-occurring disorder and struggle to receive fully coordinated care.[8]

60%
of primary care providers lack coordination with social services and other community providers.[9]

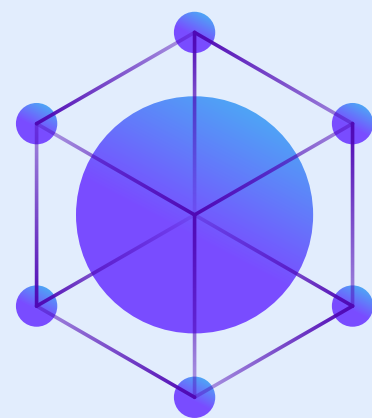Up to **$7.8 billion**
a year is lost to poor care coordination.[10]

49%
of primary care providers coordinate with specialists.[9]

Our perspective:
Care works better when it's connected

Healthcare lags behind other industries in providing the tools and services needed to help constituents seamlessly navigate them. At the intersection of patients, providers, and employers, health plans have a key role to play in building an ecosystem of connected care.

At Carelon, working in concert with our health plan partners, we're removing barriers, enhancing convenience, taking a more holistic view of member health, and improving technology. Together, we're creating stronger opportunities to create connected care experiences with a people-first approach that reduces fragmentation, improves affordability, and benefits all stakeholders.

1 National Library of Medicine: Challenges and Opportunities Facing Medical Education (accessed September 2023): https://bit.ly/46Fkyn2
2 National Library of Medicine: Challenges and Opportunities Facing Medical Education (accessed September 2023): https://bit.ly/46Fkyn2
3 Annals of Internal Medicine: Allocation of Physician Time in Ambulatory Practice: A Time and Motion Study in 4 Specialties: (accessed September 2023): https://bit.ly/3RVmh3Q
4 Centers for Medicare & Medicaid Services: National Health Expenditure Data Fact Sheet, 2021: (accessed September 2023): https://bit.ly/3ZPsxf6
5 Accenture: The Hidden Cost of Healthcare System Complexity: (accessed September 2023): https://bit.ly/46FvYbb
6 National Center for Health Statistics: Health Insurance Coverage: Early Release of Estimates From the National Health Interview Survey, 2021: (accessed September 2023): https://bit.ly/3RVwME6
7 Gallup: Record High in U.S. Put Off Medical Care Due to Cost in 2022: (accessed September 2023): https://bit.ly/3PVh9d8
8 Gallup: Record High in U.S. Put Off Medical Care Due to Cost in 2022: (accessed September 2023): https://bit.ly/3PVh9d8
9 The Commonwealth Fund: Mirror, Mirror 2021: Reflection Poorly. Health Care in the U.S. Compared to Other High-Income Countries: (accessed September 2023): https://bit.ly/3QeoV3o
10 American Medical Association: Policy Research Perspectives: (accessed September 2023): https://bit.ly/3PK47PG

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