

2022 Access to Care Survey

Topline Data: Gender, Region, Urbanicity

June 2022

Abbreviated Survey Method (to include in release materials):

This survey was conducted online within the United States by The Harris Poll on behalf of **National Council For Mental Wellbeing** from April 26-28, 2022 among 2,053 U.S. adults ages 18 and older. The sampling precision of Harris online polls is measured by using a Bayesian credible interval. For this study, the sample data is accurate to within + 2.8 percentage points using a 95% confidence level.

Full Survey Method:

This survey was conducted online within the United States by The Harris Poll on behalf of **National Council For Mental Wellbeing** from April 26-28, 2022 among 2,053 U.S. adults ages 18 and older.

Results were weighted for age within gender, region, race/ethnicity, household income, education, and size of household where necessary to align them with their actual proportions in the population. Propensity score weighting was also used to adjust for respondents' propensity to be online.

Respondents are selected among those who have agreed to participate in our surveys. The sampling precision of Harris online polls is measured by using a Bayesian credible interval. The sample data is accurate to within + 2.8 percentage points using a 95% confidence level. This credible interval will be wider among subsets of the surveyed population of interest.

All sample surveys and polls, whether or not they use probability sampling, are subject to other multiple sources of error which are most often not possible to quantify or estimate, including, but not limited to coverage error, error associated with nonresponse, error associated with question wording and response options, and post-survey weighting and adjustments.

Region Definitions:

Northeast: Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, West Virginia

Midwest: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin

South: Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia

West: Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

Sample Sizes:

When determining which groups you can report out on for public release, the unweighted base size must be at least n=100 to be considered representative. Any group with an unweighted base size below n=100 should not be used for PR as it is not considered representative and should be interpreted as qualitative and directional in nature.

Stat Testing:

Comparisons between subgroups should be made only when there are statistically significant differences between those groups – statistically significant differences at the 95% confidence level are notated as capital letters underneath the percentages in the data tables. Each subgroup has a corresponding letter underneath it's label.

BASE: U.S. RESPONDENTS

Q1a How would you rate your overall mental wellbeing (i.e., the ability to handle life and its various stresses and challenges)?

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	2053	880	1143	421	851	396	385
Weighted Base	2053	964	1049	358	779	429	487
At Least Fair (Net)	90%	93%	88%	90%	90%	89%	92%
Excellent/Good (Sub-Net)	65%	73%	59%	67%	65%	61%	67%
Excellent	26%	33%	20%	28%	25%	27%	25%
Good	39%	40%	39%	39%	39%	34%	42%
Fair	26%	20%	29%	23%	26%	28%	25%
Very Poor/Poor (Net)	10%	7%	12%	10%	10%	11%	8%
Poor	6%	5%	8%	6%	7%	7%	5%
Very poor	3%	2%	4%	5%	3%	4%	3%

BASE: U.S. RESPONDENTS

Q1a How would you rate your overall mental wellbeing (i.e., the ability to handle life and its various stresses and challenges)?

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	2053	680	883	490
Weighted Base	2053	638	982	433
At Least Fair (Net)	90%	90%	91%	89%
Excellent/Good (Sub-Net)	65%	67%	64%	65%
Excellent	26%	31%	23%	26%
		C		
Good	39%	36%	41%	38%
Fair	26%	23%	27%	24%
Very Poor/Poor (Net)	10%	10%	9%	11%
Poor	6%	6%	6%	7%
Very poor	3%	4%	3%	4%

BASE: U.S. RESPONDENTS

Q1 Which of the following best describes your experience with each of the following types of health care over the past 12 months?

Summary Of Needed Listed Care	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	2053	880	1143	421	851	396	385
Weighted Base	2053	964	1049	358	779	429	487
Primary care (e.g., sick visit, injury, health issue, etc.)	73%	72%	74%	76%	71%	72%	75%
Dental care (e.g., cleaning, filling, cap, etc.)	76%	73%	79%	76%	71%	79%	80%
Eye care (e.g., eye exam, vision screening, etc.)	70%	68%	72%	70%	67%	74%	72%
Mental health care (i.e., counselling, therapy, providing medication or offering support services for depression, anxiety, bipolar disorder or other mental health conditions)	42%	41%	42%	45%	39%	42%	44%
Substance use care (i.e., counselling, therapy, providing medication or offering support services for the misuse of alcohol and drugs)	24%	30%	19%	26%	20%	20%	33%

BASE: U.S. RESPONDENTS

Q1 Which of the following best describes your experience with each of the following types of health care over the past 12 months?

Summary Of Needed Listed Care	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	2053	680	883	490
Weighted Base	2053	638	982	433
Primary care (e.g., sick visit, injury, health issue, etc.)	73%	77%	71%	71%
		C		
Dental care (e.g., cleaning, filling, cap, etc.)	76%	79%	76%	73%
Eye care (e.g., eye exam, vision screening, etc.)	70%	71%	69%	71%
Mental health care (i.e., counselling, therapy, providing medication or offering support services for depression, anxiety, bipolar disorder or other mental health conditions)	42%	55%	37%	33%
		CD		
Substance use care (i.e., counselling, therapy, providing medication or offering support services for the misuse of alcohol and drugs)	24%	40%	18%	16%
		CD		

BASE: NEEDED LISTED CARE (variable bases)

Q1 Which of the following best describes your experience with each of the following types of health care over the past 12 months?

Primary Care	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	1540	649	870	320	637	297	286
Weighted Base	1498	691	778	271	554	308	365
I needed this type of care and received it	79%	79%	80%	75%	78%	83%	79%
I needed this type of care but did not receive it	21%	21%	20%	25%	22%	17%	21%

Mental Health Care	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	990	403	566	206	397	193	194
Weighted Base	863	396	443	160	307	180	216
I needed this type of care and received it	57%	62%	54%	52%	57%	60%	60%
I needed this type of care but did not receive it	43%	38%	46%	48%	43%	40%	40%

Substance Use Care	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	554	286	259	121	203	96	134
Weighted Base	497	287	199	93*	158	86*	161*
I needed this type of care and received it	57%	59%	53%	54%	54%	51%	64%
I needed this type of care but did not receive it	43%	41%	47%	46%	46%	49%	36%

Dental Care	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	1549	632	895	319	609	309	312
Weighted Base	1561	702	832	274	555	341	392
I needed this type of care and received it	67%	68%	67%	68%	64%	68%	71%
I needed this type of care but did not receive it	33%	32%	33%	32%	36%	32%	29%

Eye Care	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	1443	601	824	295	575	292	281
Weighted Base	1435	653	758	249	521	315	350
I needed this type of care and received it	71%	70%	72%	69%	70%	74%	71%
I needed this type of care but did not receive it	29%	30%	28%	31%	30%	26%	29%

BASE: NEEDED LISTED CARE (variable bases)

Q1 Which of the following best describes your experience with each of the following types of health care over the past 12 months?

Primary Care	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	1540	532	650	358
Weighted Base	1498	493	696	310
I needed this type of care and received it	79%	77%	77%	84%
I needed this type of care but did not receive it	21%	23%	23%	16%

Mental Health Care	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	990	390	385	215
Weighted Base	863	353	366	144
I needed this type of care and received it	57%	67%	51%	51%
I needed this type of care but did not receive it	43%	33%	49%	49%

Substance Use Care	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	554	276	184	94
Weighted Base	497	252	178	67*
I needed this type of care and received it	57%	67%	47%	48%
I needed this type of care but did not receive it	43%	33%	53%	52%

Dental Care	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	1549	527	670	352
Weighted Base	1561	502	743	316
I needed this type of care and received it	67%	65%	68%	68%
I needed this type of care but did not receive it	33%	35%	32%	32%

Eye Care	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	1443	488	609	346
Weighted Base	1435	456	673	307
I needed this type of care and received it	71%	69%	73%	71%
I needed this type of care but did not receive it	29%	31%	27%	29%

BASE: NEEDED MENTAL HEALTH CARE IN P12M BUT DID NOT RECEIVE IT

Q2 Which of the following are reasons why you did not get the **mental health care** you needed in the past 12 months? Please select all that apply.

	Gender		Region				
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	439	162	263	88	183	89	79
Weighted Base	367	152*	205	77*	131	73*	86*
Provider Related Issues (Net)	60%	66%	56%	67%	50%	63%	68%
I couldn't find a provider located conveniently (e.g., nearby, close to public transit)	28%	30%	26%	27%	19%	27%	42%
I couldn't find a provider that offered visit format I feel comfortable with (e.g., in-person visits, telehealth/online visits)	25%	31%	20%	31%	20%	26%	28%
I didn't know how to find a provider, in general	19%	17%	21%	10%	20%	20%	26%
I couldn't find a provider who was accepting new patients at all	19%	22%	17%	23%	15%	22%	17%
I couldn't find a provider that was a good cultural fit (i.e., the same race, ethnicity, sexual orientation, socioeconomic status as me)	13%	12%	15%	18%	10%	18%	10%
Insurance Related Issues (Net)	43%	49%	38%	45%	36%	52%	42%
My insurance required me to pay for the care in full and then submit a claim for reimbursement	19%	25%	14%	18%	18%	22%	17%
It wasn't worth the hassle of finding an in-network provider and setting up an appointment	16%	21%	12%	16%	14%	13%	21%
Providers that accepted my health insurance were not taking new patients	14%	15%	14%	20%	14%	12%	10%
I could not find a provider that accepted my health insurance	12%	14%	11%	10%	10%	12%	17%

Table Continued	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	439	162	263	88	183	89	79
Weighted Base	367	152*	205	77*	131	73*	86*
Cost (Net)	37%	38%	38%	33%	40%	36%	38%
I had to pay a lot of money out-of-pocket even with insurance	21%	21%	22%	16%	20%	27%	24%
I didn't have insurance and it cost too much	20%	19%	20%	20%	26%	13%	15%
Ease Of Access And Availability (Net)	31%	37%	27%	22%	28%	35%	41%
I wasn't able to get an appointment immediately when I needed care (i.e., had to wait several weeks)	21%	22%	21%	15%	17%	28%	28%
I wasn't able to get an appointment at a time that was convenient for me (e.g., evenings, weekends)	19%	25%	16%	13%	19%	21%	24%
I didn't think it would help me	19%	16%	20%	25%	19%	22%	10%
I was worried what other people would think if they found out	16%	16%	16%	30%	15%	10%	10%
Other	7%	5%	8%	8%	9%	5%	3%

BASE: NEEDED MENTAL HEALTH CARE IN P12M BUT DID NOT RECEIVE IT

Q2 Which of the following are reasons why you did not get the **mental health care** you needed in the past 12 months? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	439	143	191	105
Weighted Base	367	118*	179*	70*
Provider Related Issues (Net)	60%	65%	57%	61%
I couldn't find a provider located conveniently (e.g., nearby, close to public transit)	28%	31%	24%	30%
I couldn't find a provider that offered visit format I feel comfortable with (e.g., in-person visits, telehealth/online visits)	25%	29%	24%	22%
I didn't know how to find a provider, in general	19%	20%	19%	19%
I couldn't find a provider who was accepting new patients at all	19%	21%	19%	12%
I couldn't find a provider that was a good cultural fit (i.e., the same race, ethnicity, sexual orientation, socioeconomic status as me)	13%	15%	13%	9%
Insurance Related Issues (Net)	43%	48%	41%	38%
My insurance required me to pay for the care in full and then submit a claim for reimbursement	19%	26%	18%	8%
It wasn't worth the hassle of finding an in-network provider and setting up an appointment	16%	18%	17%	11%
Providers that accepted my health insurance were not taking new patients	14%	18%	13%	11%
I could not find a provider that accepted my health insurance	12%	11%	11%	16%

Table Continued	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	439	143	191	105
Weighted Base	367	118*	179*	70*
Cost (Net)	37%	42%	36%	32%
I had to pay a lot of money out-of-pocket even with insurance	21%	32%	19%	9%
		CD		
I didn't have insurance and it cost too much	20%	17%	20%	23%
Ease Of Access And Availability (Net)	31%	32%	31%	29%
I wasn't able to get an appointment immediately when I needed care (i.e., had to wait several weeks)	21%	17%	23%	23%
I wasn't able to get an appointment at a time that was convenient for me (e.g., evenings, weekends)	19%	21%	20%	13%
I didn't think it would help me	19%	14%	22%	17%
I was worried what other people would think if they found out	16%	16%	17%	15%
Other	7%	5%	8%	4%

BASE: NEEDED MENTAL HEALTH CARE IN P12M BUT DID NOT RECEIVE IT

Q3 What happened as a result of you not being able to get the **mental health care** you needed in the past 12 months? Please select all that apply.

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	439	162	263	88	183	89	79
Weighted Base	367	152*	205	77*	131	73*	86*
Personal Relationship Issues (Net)	50%	46%	54%	42%	51%	59%	50%
Had relationship problems	35%	25%	42%	27%	36%	44%	33%
Lost contact with family/friends	34%	31%	37%	23%	34%	45%	36%
Job Issues (Net)	45%	48%	42%	52%	35%	52%	48%
Had trouble at work	25%	24%	25%	24%	21%	27%	32%
Had to take time off of work	20%	26%	17%	18%	19%	20%	25%
Lost my job	16%	19%	14%	16%	11%	20%	19%
My mental wellbeing declined	44%	31%	54%	55%	36%	58%	33%
Avoided social/recreational activities	41%	36%	45%	43%	40%	47%	36%
Increased alcohol and other drug use	22%	25%	19%	14%	20%	35%	21%
Performed poorly in school/Dropped out	10%	13%	6%	13%	7%	6%	14%
Other	7%	8%	7%	10%	5%	9%	6%
Nothing	10%	14%	7%	5%	13%	6%	14%

BASE: NEEDED MENTAL HEALTH CARE IN P12M BUT DID NOT RECEIVE IT

Q3 What happened as a result of you not being able to get the [mental health care](#) you needed in the past 12 months? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	439	143	191	105
Weighted Base	367	118*	179*	70*
Personal Relationship Issues (Net)	50%	55%	44%	59%
Had relationship problems	35%	37%	30%	42%
Lost contact with family/friends	34%	36%	31%	39%
Job Issues (Net)	45%	46%	48%	34%
Had trouble at work	25%	25%	26%	23%
Had to take time off of work	20%	18%	25%	12%
Lost my job	16%	23%	14%	10%
		D		
My mental wellbeing declined	44%	36%	49%	44%
Avoided social/recreational activities	41%	43%	41%	39%
Increased alcohol and other drug use	22%	22%	21%	22%
Performed poorly in school/Dropped out	10%	14%	8%	6%
Other	7%	7%	5%	12%
Nothing	10%	11%	11%	8%

BASE: RECEIVED MENTAL HEALTH CARE IN P12M

Q4 Over the past 12 months, which of the following difficulties did you face when receiving **mental health care**? Please select all that apply.

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	551	241	303	118	214	104	115
Weighted Base	496	244	238	84*	176	107*	130*
Experienced Difficulty When Getting Care (Net)	67%	74%	58%	73%	66%	59%	72%
Time/Location Related (Sub-Net)	52%	59%	42%	54%	50%	43%	61%
Appointment times that were available were not convenient for me	26%	30%	23%	21%	26%	23%	32%
It took too long to actually see a provider (i.e., had to wait)	22%	26%	16%	22%	22%	16%	27%
The provider did not have a convenient location (e.g., nearby, close to public transit)	21%	27%	14%	18%	18%	21%	28%
I couldn't find a provider that offered telehealth/online appointments	17%	17%	14%	23%	18%	7%	18%
Provider Related (Sub-Net)	40%	49%	30%	51%	37%	28%	47%
I had to reach out to several providers before finding one that was accepting new patients	23%	25%	20%	28%	24%	10%	28%
Provider(s) I reached out to did not get back to me	18%	22%	14%	25%	13%	13%	23%
I couldn't find a provider that was a good cultural fit (i.e., the same race, ethnicity, sexual orientation, socioeconomic status as me)	17%	26%	9%	18%	17%	15%	19%

Table Continued	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	551	241	303	118	214	104	115
Weighted Base	496	244	238	84*	176	107*	130*
Insurance Related (Sub-Net)	35%	38%	30%	36%	36%	29%	37%
My insurance required me to pay for the care in full and then submit a claim for reimbursement	17%	21%	11%	19%	17%	12%	18%
I struggled to find a provider that accepted my health insurance	17%	17%	16%	15%	18%	13%	18%
I could not find a provider that accepted my health insurance (i.e., had to pay out-of-pocket)	16%	17%	16%	17%	16%	15%	18%
Other	6%	4%	8%	3%	8%	8%	4%
None - I did not experience any difficulties when getting that care	33%	26%	42%	27%	34%	41%	28%

BASE: RECEIVED MENTAL HEALTH CARE IN P12M

Q4 Over the past 12 months, which of the following difficulties did you face when receiving mental health care? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	551	247	194	110
Weighted Base	496	236	187	74*
Experienced Difficulty When Getting Care (Net)	67%	72%	65%	56%
		D		
Time/Location Related (Sub-Net)	52%	57%	51%	36%
		D	D	
Appointment times that were available were not convenient for me	26%	28%	24%	25%
It took too long to actually see a provider (i.e., had to wait)	22%	23%	23%	16%
The provider did not have a convenient location (e.g., nearby, close to public transit)	21%	25%	18%	18%
I couldn't find a provider that offered telehealth/online appointments	17%	19%	16%	10%
Provider Related (Sub-Net)	40%	47%	36%	30%
		D		
I had to reach out to several providers before finding one that was accepting new patients	23%	27%	20%	18%
Provider(s) I reached out to did not get back to me	18%	20%	16%	15%
I couldn't find a provider that was a good cultural fit (i.e., the same race, ethnicity, sexual orientation, socioeconomic status as me)	17%	20%	17%	10%
Insurance Related (Sub-Net)	35%	41%	29%	28%
		C		
My insurance required me to pay for the care in full and then submit a claim for reimbursement	17%	24%	10%	9%
		CD		
I struggled to find a provider that accepted my health insurance	17%	17%	15%	20%

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Table continued				
Unweighted Base	551	247	194	110
Weighted Base	496	236	187	74*
I could not find a provider that accepted my health insurance (i.e., had to pay out-of-pocket)	16%	21%	13%	10%
Other	6%	5%	6%	9%
None - I did not experience any difficulties when getting that care	33%	28%	35%	44%
				B

BASE: RECEIVED MENTAL HEALTH CARE IN P12M

Q5 Which of the following describe how you paid for the **mental health care** you received in the past 12 months? Please select all that apply.

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	551	241	303	118	214	104	115
Weighted Base	496	244	238	84*	176	107*	130*
My insurance covered in full	46%	44%	51%	52%	36%	57%	48%
				T		T	
I paid a copay and my insurance covered the rest	36%	41%	31%	28%	39%	28%	43%
		C					
I paid a percentage and the insurance company paid a percentage (i.e., coinsurance)	24%	31%	18%	26%	24%	14%	32%
		C					U
I had to pay the full amount out-of-pocket (i.e., insurance paid nothing or didn't have any insurance)	23%	30%	17%	25%	18%	18%	34%
		C					TU
Other	4%	4%	2%	2%	7%	2%	3%

BASE: RECEIVED MENTAL HEALTH CARE IN P12M

Q5 Which of the following describe how you paid for the **mental health care** you received in the past 12 months? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	551	247	194	110
Weighted Base	496	236	187	74*
My insurance covered in full	46%	53%	40%	38%
		CD		
I paid a copay and my insurance covered the rest	36%	32%	39%	40%
I paid a percentage and the insurance company paid a percentage (i.e., coinsurance)	24%	35%	17%	10%
		CD		
I had to pay the full amount out-of-pocket (i.e., insurance paid nothing or didn't have any insurance)	23%	34%	13%	13%
		CD		
Other	4%	1%	6%	6%
			B	

BASE: NEEDED SUBSTANCE USE CARE IN P12M BUT DID NOT RECEIVE IT

Q6 Which of the following are reasons why you did not get the **substance use care** you needed in the past 12 months? Please select all that apply.

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	250	121	124	55	99	52	44
Weighted Base	214	118*	94*	43**	73*	42*	57**
Provider Related Issues (Net)	60%	66%	51%	67%	51%	51%	72%
I couldn't find a provider that offered visit format I feel comfortable with (e.g., in-person visits, telehealth/online visits)	31%	37%	22%	28%	33%	23%	36%
I couldn't find a provider located conveniently (e.g., nearby, close to public transit)	22%	30%	13%	28%	12%	19%	35%
I couldn't find a provider that was a good cultural fit (i.e., the same race, ethnicity, sexual orientation, socioeconomic status as me)	17%	21%	12%	22%	9%	20%	22%
I didn't know how to find a provider, in general	15%	13%	18%	13%	13%	21%	16%
I couldn't find a provider who was accepting new patients at all	15%	18%	9%	18%	14%	18%	12%
Insurance Related Issues (Net)	52%	53%	49%	63%	49%	50%	48%
It wasn't worth the hassle of finding an in-network provider and setting up an appointment	25%	23%	28%	24%	24%	30%	24%
My insurance required me to pay for the care in full and then submit a claim for reimbursement	21%	21%	22%	38%	18%	20%	13%
Providers that accepted my health insurance were not taking new patients	15%	15%	15%	20%	13%	21%	10%
I could not find a provider that accepted my health insurance	13%	13%	12%	13%	11%	14%	14%

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Table Continued							
Unweighted Base	250	121	124	55	99	52	44
Weighted Base	214	118*	94*	43**	73*	42*	57**
Ease Of Access And Availability (Net)	38%	42%	32%	39%	38%	29%	43%
I wasn't able to get an appointment immediately when I needed care (i.e., had to wait several weeks)	28%	32%	23%	21%	30%	25%	34%
I wasn't able to get an appointment at a time that was convenient for me (e.g., evenings, weekends)	19%	22%	14%	32%	16%	9%	23%
Cost (Net)	31%	30%	32%	23%	36%	26%	33%
I had to pay a lot of money out-of-pocket even with insurance	20%	17%	24%	17%	16%	15%	29%
I didn't have insurance and it cost too much	15%	20%	9%	6%	23%	15%	12%
I didn't think it would help me	21%	25%	17%	29%	21%	22%	15%
I was worried what other people would think if they found out	15%	10%	21%	16%	20%	15%	8%
Other	7%	4%	9%	4%	9%	8%	5%

BASE: NEEDED SUBSTANCE USE CARE IN P12M BUT DID NOT RECEIVE IT

Q6 Which of the following are reasons why you did not get the **substance use care** you needed in the past 12 months? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	250	102	101	47
Weighted Base	214	84*	95*	35*
Provider Related Issues (Net)	60%	68%	57%	49%
I couldn't find a provider that offered visit format I feel comfortable with (e.g., in-person visits, telehealth/online visits)	31%	35%	31%	21%
I couldn't find a provider located conveniently (e.g., nearby, close to public transit)	22%	23%	27%	10%
I couldn't find a provider that was a good cultural fit (i.e., the same race, ethnicity, sexual orientation, socioeconomic status as me)	17%	15%	20%	15%
I didn't know how to find a provider, in general	15%	15%	15%	15%
I couldn't find a provider who was accepting new patients at all	15%	22%	9%	14%
Insurance Related Issues (Net)	52%	54%	51%	48%
It wasn't worth the hassle of finding an in-network provider and setting up an appointment	25%	27%	24%	23%
My insurance required me to pay for the care in full and then submit a claim for reimbursement	21%	21%	22%	18%
Providers that accepted my health insurance were not taking new patients	15%	14%	20%	5%
I could not find a provider that accepted my health insurance	13%	9%	17%	11%

Table continued	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	250	102	101	47
Weighted Base	214	84*	95*	35*
Ease Of Access And Availability (Net)	38%	39%	42%	25%
I wasn't able to get an appointment immediately when I needed care (i.e., had to wait several weeks)	28%	26%	32%	23%
I wasn't able to get an appointment at a time that was convenient for me (e.g., evenings, weekends)	19%	19%	26%	2%
Cost (Net)	31%	D 32%	D 28%	35%
I had to pay a lot of money out-of-pocket even with insurance	20%	21%	18%	22%
I didn't have insurance and it cost too much	15%	17%	13%	16%
I didn't think it would help me	21%	19%	28%	12%
I was worried what other people would think if they found out	15%	15%	13%	19%
Other	7%	8%	5%	10%

BASE: NEEDED SUBSTANCE USE CARE IN P12M BUT DID NOT RECEIVE IT

Q7 What happened as a result of you not being able to get the **substance use care** you needed in the past 12 months? Please select all that apply.

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	250	121	124	55	99	52	44
Weighted Base	214	118*	94*	43**	73*	42*	57**
Job Issues (Net)	49%	49%	49%	56%	47%	42%	53%
Had to take time off of work	26%	26%	25%	25%	25%	27%	26%
Had trouble at work	25%	24%	26%	22%	22%	15%	36%
Lost my job	15%	13%	18%	25%	19%	12%	6%
Personal Relationship Issues (Net)	43%	45%	41%	39%	46%	52%	37%
Had relationship problems	30%	29%	31%	19%	29%	37%	34%
Lost contact with family/friends	24%	26%	22%	22%	30%	32%	12%
My mental wellbeing declined	37%	38%	35%	55%	33%	32%	31%
Increased alcohol and other drug use	29%	36%	19%	15%	26%	27%	43%
		C					
Avoided social/recreational activities	25%	22%	29%	29%	25%	36%	15%
Performed poorly in school/Dropped out	13%	12%	15%	18%	19%	7%	7%
Other	5%	3%	7%	13%	3%	6%	0
Nothing	13%	12%	15%	8%	13%	23%	11%

BASE: NEEDED SUBSTANCE USE CARE IN P12M BUT DID NOT RECEIVE IT

Q7 What happened as a result of you not being able to get the [substance use care](#) you needed in the past 12 months? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	250	102	101	47
Weighted Base	214	84*	95*	35*
Job Issues (Net)	49%	55%	50%	34%
Had to take time off of work	26%	32%	25%	12%
		D		
Had trouble at work	25%	33%	19%	20%
Lost my job	15%	17%	15%	13%
Personal Relationship Issues (Net)	43%	41%	44%	48%
Had relationship problems	30%	29%	30%	34%
Lost contact with family/friends	24%	19%	26%	29%
My mental wellbeing declined	37%	35%	34%	47%
Increased alcohol and other drug use	29%	35%	24%	27%
Avoided social/recreational activities	25%	25%	27%	22%
Performed poorly in school/Dropped out	13%	15%	14%	9%
Other	5%	5%	5%	3%
Nothing	13%	12%	14%	15%

BASE: RECEIVED SUBSTANCE USE CARE IN P12M

Q8 Over the past 12 months, which of the following difficulties did you face when receiving substance use care? Please select all that apply.

	Gender		Region				
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	304	165	135	66	104	44	90
Weighted Base	283	168	105*	50*	85*	44**	103*
Experienced Difficulty When Getting Care (Net)	81%	87%	69%	86%	85%	74%	78%
Time/Location Related (Sub-Net)	61%	72%	48%	72%	61%	52%	58%
Appointment times that were available were not convenient for me	34%	43%	23%	40%	33%	25%	37%
The provider did not have a convenient location (e.g., nearby, close to public transit)	27%	33%	21%	24%	27%	27%	29%
It took too long to actually see a provider (i.e., had to wait)	26%	31%	19%	25%	24%	23%	30%
I couldn't find a provider that offered telehealth/online appointments	18%	20%	16%	22%	19%	8%	20%
Provider Related (Sub-Net)	53%	57%	42%	57%	50%	45%	56%
I had to reach out to several providers before finding one that was accepting new patients	26%	28%	20%	31%	26%	19%	26%
I couldn't find a provider that was a good cultural fit (i.e., the same race, ethnicity, sexual orientation, socioeconomic status as me)	24%	27%	15%	20%	24%	11%	32%
Provider(s) I reached out to did not get back to me	21%	23%	19%	24%	20%	18%	22%

Table Continued	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	304	165	135	66	104	44	90
Weighted Base	283	168	105*	50*	85*	44**	103*
Insurance Related (Sub-Net)	48%	52%	41%	56%	51%	41%	46%
My insurance required me to pay for the care in full and then submit a claim for reimbursement	25%	25%	22%	25%	28%	32%	20%
I struggled to find a provider that accepted my health insurance	22%	24%	15%	32%	19%	6%	26%
I could not find a provider that accepted my health insurance (i.e., had to pay out-of-pocket)	19%	18%	17%	13%	22%	9%	23%
Other	8%	6%	11%	2%	18%	5%	5%
None - I did not experience any difficulties when getting that care	19%	13%	31%	14%	15%	26%	22%
			B		SV		

BASE: RECEIVED SUBSTANCE USE CARE IN P12M

Q8 Over the past 12 months, which of the following difficulties did you face when receiving substance use care? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	304	174	83	47
Weighted Base	283	168	83*	32**
Experienced Difficulty When Getting Care (Net)	81%	84%	81%	67%
Time/Location Related (Sub-Net)	61%	68%	55%	37%
Appointment times that were available were not convenient for me	34%	42%	25%	18%
		C		
The provider did not have a convenient location (e.g., nearby, close to public transit)	27%	34%	20%	11%
It took too long to actually see a provider (i.e., had to wait)	26%	33%	15%	20%
		C		
I couldn't find a provider that offered telehealth/online appointments	18%	18%	22%	8%
Provider Related (Sub-Net)	53%	59%	50%	29%
I had to reach out to several providers before finding one that was accepting new patients	26%	27%	24%	21%
I couldn't find a provider that was a good cultural fit (i.e., the same race, ethnicity, sexual orientation, socioeconomic status as me)	24%	24%	30%	11%
Provider(s) I reached out to did not get back to me	21%	26%	16%	8%

CONTINUED TABLE	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	304	174	83	47
Weighted Base	283	168	83*	32**
Insurance Related (Sub-Net)	48%	53%	43%	35%
My insurance required me to pay for the care in full and then submit a claim for reimbursement	25%	31%	18%	12%
I struggled to find a provider that accepted my health insurance	22%	20%	26%	22%
I could not find a provider that accepted my health insurance (i.e., had to pay out-of-pocket)	19%	21%	18%	7%
Other	8%	8%	8%	8%
None - I did not experience any difficulties when getting that care	19%	16%	19%	33%

BASE: RECEIVED SUBSTANCE USE CARE IN P12M

Q9 Which of the following describe how you paid for the **substance use care** you received in the past 12 months? Please select all that apply.

	Gender		Region				
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	304	165	135	66	104	44	90
Weighted Base	283	168	105*	50*	85*	44**	103*
My insurance covered in full	48%	47%	51%	52%	42%	65%	43%
I paid a percentage and the insurance company paid a percentage (i.e., coinsurance)	33%	37%	23%	25%	26%	27%	44%
							ST
I paid a copay and my insurance covered the rest	32%	36%	26%	26%	34%	16%	39%
I had to pay the full amount out-of-pocket (i.e., insurance paid nothing or didn't have any insurance)	29%	37%	18%	31%	29%	26%	29%
		C					
Other	5%	3%	9%	3%	6%	3%	6%

BASE: RECEIVED SUBSTANCE USE CARE IN P12M

Q9 Which of the following describe how you paid for the **substance use care** you received in the past 12 months? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	304	174	83	47
Weighted Base	283	168	83*	32**
My insurance covered in full	48%	49%	45%	46%
I paid a percentage and the insurance company paid a percentage (i.e., coinsurance)	33%	38%	28%	15%
I paid a copay and my insurance covered the rest	32%	40%	18%	25%
		C		
I had to pay the full amount out-of-pocket (i.e., insurance paid nothing or didn't have any insurance)	29%	37%	18%	13%
		C		
Other	5%	2%	8%	10%

BASE: U.S. RESPONDENTS

Q10 How much do you agree or disagree with each of the following statements related to mental health and substance use care (i.e., counseling, therapy, providing medication and other support services)?

Summary Of Strongly/Somewhat Agree	Gender		Region				
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	2053	880	1143	421	851	396	385
Weighted Base	2053	964	1049	358	779	429	487
If I needed it, I would be more likely to get mental health or substance use care if I could receive it through my primary care doctor.	71%	73%	69%	68%	72%	69%	72%
It is harder to find a mental health care provider than it is to find a physical health care provider.	67%	65%	68%	66%	65%	65%	72%
There are not enough mental health care providers who are trained to address issues specific to race, ethnicity, sexual orientation, socioeconomic status, etc.	61%	61%	61%	57%	59%	57%	71%
There are not enough mental health care providers available that accept health insurance as payment.	60%	59%	61%	53%	61%	56%	68%
It is easier to get mental health or substance use care if you pay out-of-pocket versus use insurance.	59%	62%	57%	59%	58%	54%	66%
It is faster to get mental health or substance use care if you pay out-of-pocket versus use insurance.	59%	62%	56%	60%	59%	51%	64%
		C		U			U

Summary Of Strongly/Somewhat Disagree	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	2053	880	1143	421	851	396	385
Weighted Base	2053	964	1049	358	779	429	487
It is faster to get mental health or substance use care if you pay out-of-pocket versus use insurance.	41%	38%	44%	40%	41%	49%	36%
			B			SV	
It is easier to get mental health or substance use care if you pay out-of-pocket versus use insurance.	41%	38%	43%	41%	42%	46%	34%
					V	V	
There are not enough mental health care providers available that accept health insurance as payment.	40%	41%	39%	47%	39%	44%	32%
				TV	V	V	
There are not enough mental health care providers who are trained to address issues specific to race, ethnicity, sexual orientation, socioeconomic status, etc.	39%	39%	39%	43%	41%	43%	29%
				V	V	V	
It is harder to find a mental health care provider than it is to find a physical health care provider.	33%	35%	32%	34%	35%	35%	28%
If I needed it, I would be more likely to get mental health or substance use care if I could receive it through my primary care doctor.	29%	27%	31%	32%	28%	31%	28%

BASE: U.S. RESPONDENTS

Q10 How much do you agree or disagree with each of the following statements related to mental health and substance use care (i.e., counseling, therapy, providing medication and other support services)?

Summary Of Strongly/Somewhat Agree	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	2053	680	883	490
Weighted Base	2053	638	982	433
If I needed it, I would be more likely to get mental health or substance use care if I could receive it through my primary care doctor.	71%	71%	68%	74%
It is harder to find a mental health care provider than it is to find a physical health care provider.	67%	68%	69%	59%
There are not enough mental health care providers who are trained to address issues specific to race, ethnicity, sexual orientation, socioeconomic status, etc.	61%	63%	61%	58%
There are not enough mental health care providers available that accept health insurance as payment.	60%	65%	60%	55%
It is easier to get mental health or substance use care if you pay out-of-pocket versus use insurance.	59%	67%	56%	54%
It is faster to get mental health or substance use care if you pay out-of-pocket versus use insurance.	59%	67%	56%	52%

Summary Of Strongly/Somewhat Disagree	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	2053	680	883	490
Weighted Base	2053	638	982	433
It is faster to get mental health or substance use care if you pay out-of-pocket versus use insurance.	41%	33%	44%	48%
			B	B
It is easier to get mental health or substance use care if you pay out-of-pocket versus use insurance.	41%	33%	44%	46%
			B	B
There are not enough mental health care providers available that accept health insurance as payment.	40%	35%	40%	45%
				B
There are not enough mental health care providers who are trained to address issues specific to race, ethnicity, sexual orientation, socioeconomic status, etc.	39%	37%	39%	42%
It is harder to find a mental health care provider than it is to find a physical health care provider.	33%	32%	31%	41%
				BC
If I needed it, I would be more likely to get mental health or substance use care if I could receive it through my primary care doctor.	29%	29%	32%	26%

BASE: U.S. RESPONDENTS

Q11 Which of the following health conditions have you been diagnosed with by a health care professional?
Please select all that apply.

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	2053	880	1143	421	851	396	385
Weighted Base	2053	964	1049	358	779	429	487
High blood pressure or hypertension	31%	33%	28%	31%	32%	31%	27%
Mental health condition (e.g., anxiety, depression, bipolar disorder)	26%	20%	30%	25%	24%	29%	28%
Arthritis	19%	20%	19%	17%	19%	22%	17%
Diabetes (type 1 or type 2)	14%	18%	11%	14%	14%	17%	13%
COVID-19	14%	13%	15%	12%	15%	15%	12%
Asthma	13%	10%	16%	15%	12%	10%	18%
Heart disease	10%	13%	6%	7%	11%	7%	11%
COPD (chronic obstructive pulmonary disease)	7%	8%	6%	5%	7%	7%	9%
Substance use disorder	6%	7%	6%	8%	6%	4%	8%
Kidney disease	5%	5%	5%	4%	5%	4%	6%
Fertility/infertility issues	5%	5%	4%	5%	4%	3%	7%
Other	13%	11%	13%	14%	14%	12%	9%
None	27%	28%	26%	29%	27%	25%	26%
Decline to answer	3%	2%	4%	2%	4%	3%	3%

BASE: U.S. RESPONDENTS

Q11 Which of the following health conditions have you been diagnosed with by a health care professional?
Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	2053	680	883	490
Weighted Base	2053	638	982	433
High blood pressure or hypertension	31%	29%	29%	36%
				BC
Mental health condition (e.g., anxiety, depression, bipolar disorder)	26%	27%	25%	25%
Arthritis	19%	16%	18%	27%
				BC
Diabetes (type 1 or type 2)	14%	17%	13%	16%
COVID-19	14%	14%	14%	12%
Asthma	13%	17%	12%	11%
		CD		
Heart disease	10%	12%	8%	9%
COPD (chronic obstructive pulmonary disease)	7%	13%	5%	5%
		CD		
Substance use disorder	6%	9%	5%	6%
		C		
Kidney disease	5%	7%	4%	4%
		C		
Fertility/infertility issues	5%	7%	4%	3%
		D		
Other	13%	11%	12%	15%
None	27%	28%	26%	25%
Decline to answer	3%	3%	4%	2%

BASE: U.S. RESPONDENTS (Q2109/244)

Q12 Which of the following types of medical insurance do you have? Please select all that apply.

	Gender			Region			
	Total	Male	Female	Northeast	South	Midwest	West
	A	B	C	S	T	U	V
Unweighted Base	2053	880	1143	421	851	396	385
Weighted Base	2053	964	1049	358	779	429	487
Have Medical Insurance (Net)	91%	92%	90%	95%	87%	90%	95%
Medicare/Medicaid (Sub-Net)	48%	48%	50%	54%	47%	50%	46%
Medicare	33%	36%	32%	34%	33%	34%	34%
Medicaid	22%	20%	24%	29%	19%	23%	18%
Employer Sponsored (Sub-Net)	40%	43%	37%	39%	35%	34%	52%
Employer sponsored - through my employer	29%	35%	25%	28%	27%	22%	41%
Employer sponsored - as a dependent on someone else's plan	12%	10%	13%	13%	9%	13%	14%
COBRA, Fed/State Exchange/ VA (Sub-Net)	13%	20%	5%	12%	15%	6%	16%
Veteran's Administration (VA)	7%	11%	2%	5%	8%	3%	9%
Federal/State exchange (i.e., Affordable Care Act or Obamacare)	6%	9%	3%	7%	6%	4%	8%
COBRA	2%	3%	1%	3%	1%	1%	3%
Other	7%	5%	8%	8%	7%	8%	5%
N/A - I currently do not have medical insurance	9%	8%	10%	5%	13%	10%	5%

BASE: U.S. RESPONDENTS

Q12 Which of the following types of medical insurance do you have? Please select all that apply.

	Urbanicity			
	Total	Urban	Suburban	Rural
	A	B	C	D
Unweighted Base	2053	680	883	490
Weighted Base	2053	638	982	433
Have Medical Insurance (Net)	91%	91%	92%	90%
Medicare/Medicaid (Sub-Net)	48%	51%	44%	56%
		C		C
Medicare	33%	31%	32%	41%
				BC
Medicaid	22%	30%	16%	20%
		CD		
Employer Sponsored (Sub-Net)	40%	43%	42%	29%
		D	D	
Employer sponsored - through my employer	29%	36%	28%	21%
		CD	D	
Employer sponsored - as a dependent on someone else's plan	12%	11%	14%	8%
			D	
COBRA, Fed/State Exchange/ VA (Sub-Net)	13%	17%	12%	9%
		CD		
Veteran's Administration (VA)	7%	8%	7%	5%
Federal/State exchange (i.e., Affordable Care Act or Obamacare)	6%	10%	5%	3%
		CD		
COBRA	2%	3%	2%	0
		D		
Other	7%	4%	7%	10%
				B
N/A - I currently do not have medical insurance	9%	9%	8%	10%