



CHCF

COVID-19 TRACKING POLL SERIES

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Californians' Mental Health, Cost Concerns

CHCF and survey firm Ipsos have updated their regular tracking survey of Californians' experiences with COVID-19 testing and their access to health care services during the global pandemic. This week's survey adds data on Californians' views about their mental health and their concerns about paying for treatment of COVID-19.

When compared with last week, more Californians report having been tested (1.9% this week versus 0.7% last week). The share of state residents who say they don't need testing right now dropped from 68% last week to 66% this week (see Figure 1, page 2).

Overall, the proportion of Californians who say they are unable to get tests remains relatively small (1.3% this week compared with 0.8% last week). No Californians with incomes at or below [138% of the federal poverty guidelines \(PDF\)](#) say they tried to get tested but could not.

In response to a question about experience with health care providers in the last seven days, fewer Californians say they had in-person visits this week (7.9%) compared with last week (10.1%) (see Figure 2, page 3). Among Californians with low incomes, fewer (14.7%) say they had in-person visits than last week (17.6%).

In that same period, phone or video visits for both groups increased, especially for Californians with low incomes — 3.6% this week versus 2.4% last week.

The share of Californians with low incomes who cannot get an appointment of any type jumped to 7% this week from 1.9% last week.

One in five Californians says their mental health has "gotten a little worse" in the last week. More than 5% of Californians with low incomes say their mental health had "gotten a lot worse," compared to 2.8% of all Californians (see Figure 3, page 4). Just over two-thirds of both groups say their mental health is "about the same."

Health care costs are a prominent worry for many Californians, as CHCF noted in its latest [California Health Policy Survey](#), which was published in February. This week, one-third of Californians surveyed say they are very or somewhat worried about being able to afford treatment of COVID-19 if needed (see Figure 4, page 5). Among Californians with low incomes, 47% say they are worried.

The data released today represent a benchmark. CHCF/Ipsos will continue this survey as the pandemic develops in the coming weeks.

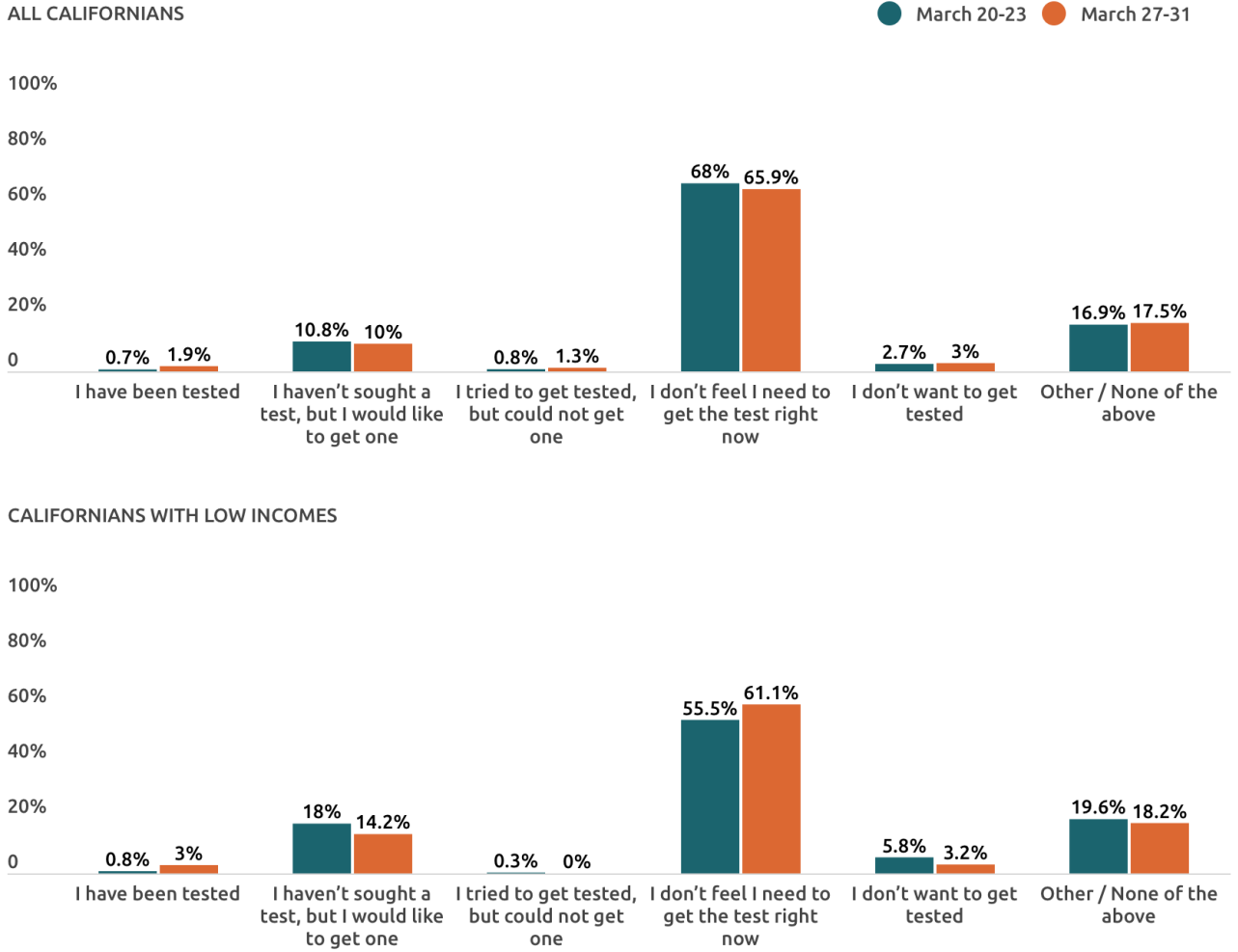
COVID-19 Tracking Poll Series

To help Californians and state policymakers understand evolving demands on the state's health care system during the COVID-19 pandemic, CHCF is working with survey firms on two fronts. CHCF and global survey firm Ipsos are assessing residents' desire for COVID-19 testing and their access to health care services. CHCF and [Truth on Call](#), a physician market-research firm, are surveying different types of health care providers about availability of testing, personal protective equipment, and their experience in California's health care delivery system.

Download the charts and data for your own presentations and analyses. **Get all the results** from CHCF's surveys of California's health care providers and the general public in this collection.

Figure 1. Experience with COVID-19 Test, All Californians Compared to Californians with Low Incomes, by Survey Date

In thinking of the last seven days, what has been your experience with the COVID-19 test?

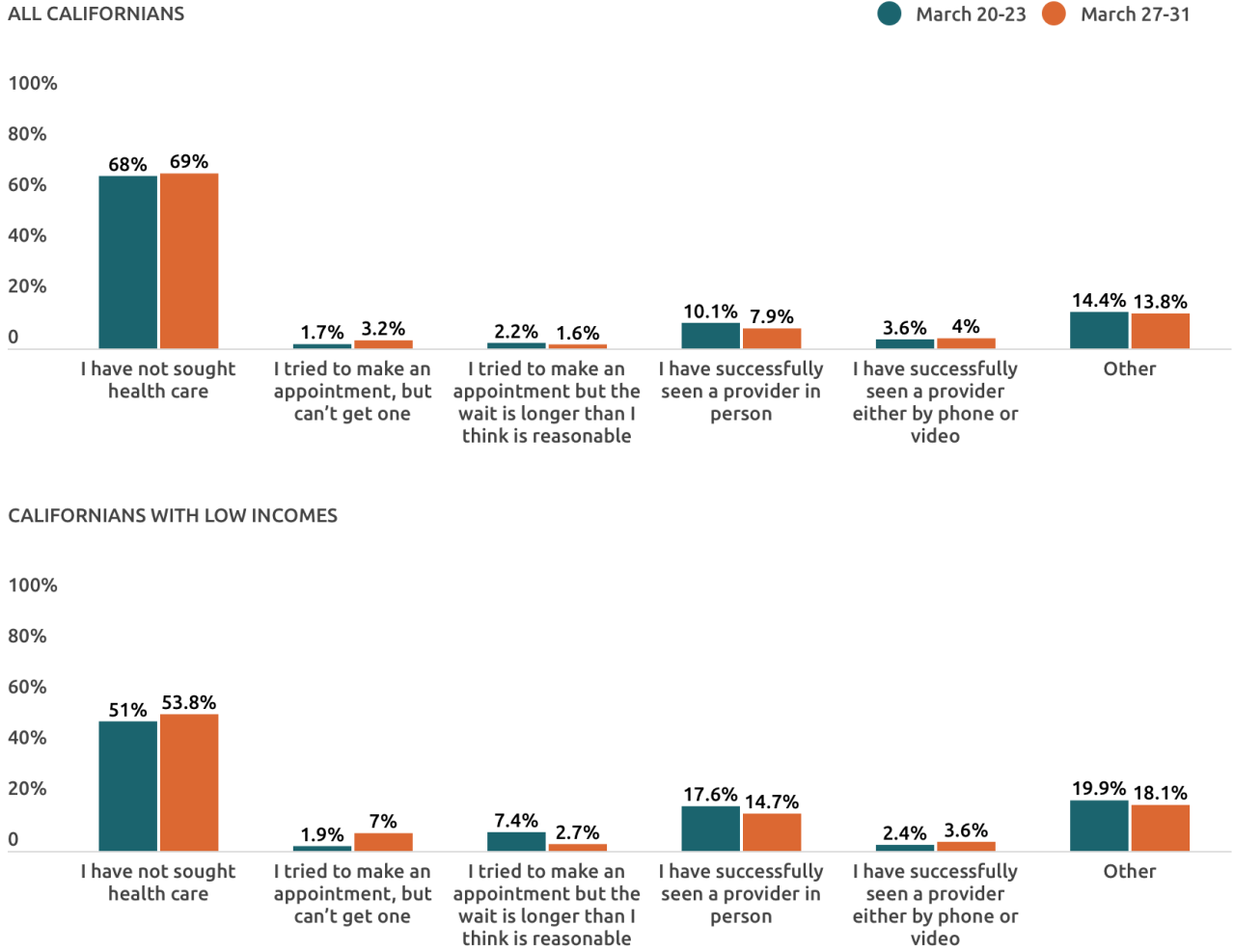


Notes: The margin of error is +/- 3.1 percentage points. *Low income* is defined as at or below 138% of the federal poverty guidelines (PDF). Figures may not sum due to rounding.

Source: CHCF/Ipsos survey of California residents age 18 and older, March 20–23 and 27–31, 2020.

Figure 2. Experience with Overall Health Care, All Californians Compared to Californians with Low Incomes, by Survey Date

In thinking of the last seven days, what has been your experience with health care overall?



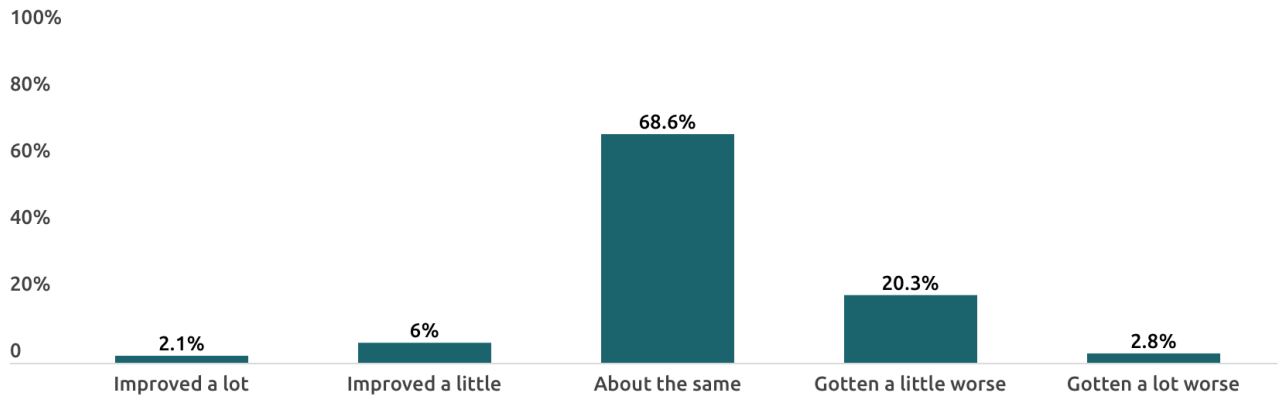
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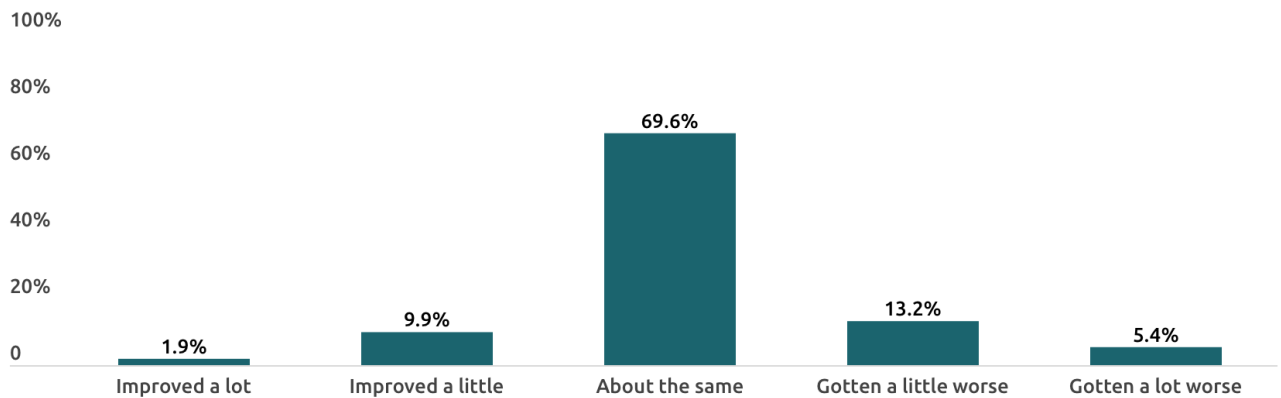
Figure 3. Change in Mental Health, All Californians Compared to Californians with Low Incomes, March 27–31

In thinking of the last 7 days, how has your mental health changed, if at all?

ALL CALIFORNIANS



CALIFORNIANS WITH LOW INCOMES



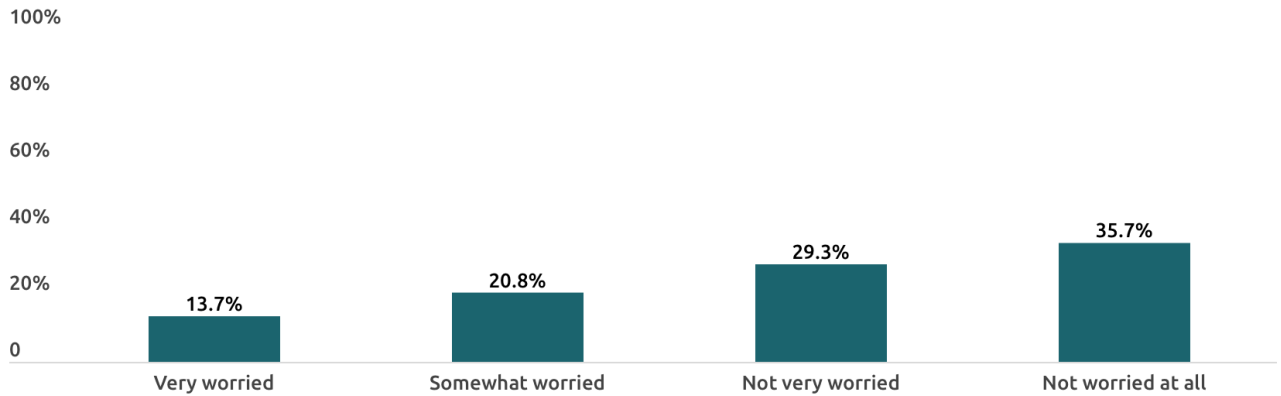
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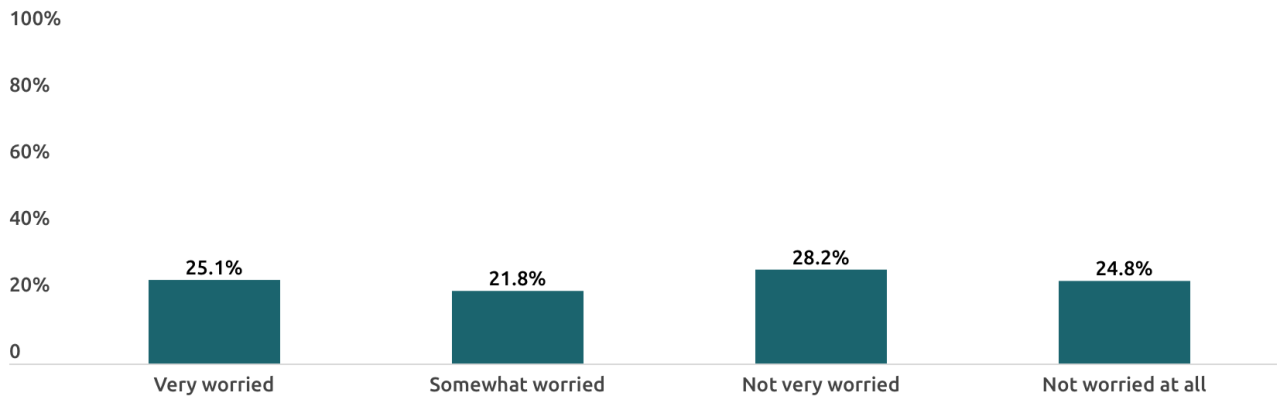
Figure 4. Level of Worry About Affording COVID-19 Treatment, All Californians and Californians with Low Incomes, March 27–31

How worried are you that you won't be able to afford treatment of COVID-19 if you need it?

ALL CALIFORNIANS



CALIFORNIANS WITH LOW INCOMES



Notes: The margin of error is +/- 3.1 percentage points. *Low income* is defined as at or below [138% of the federal poverty guidelines \(PDF\)](#). Figures may not sum due to rounding.

Source: CHCF/Ipsos survey of California residents age 18 and older, March 27–31, 2020.

Methodology

This survey was conducted online in Ipsos's Omnibus using the web-enabled "KnowledgePanel," a probability-based panel designed to be representative of the California general population, not just the online population. The study consisted of 1,177 representative interviews conducted among California residents who are at least 18 years old between March 26 and March 30, 2020. The margin of error is +/-3.1 percentage points.

About the Foundation

The California Health Care Foundation is dedicated to advancing meaningful, measurable improvements in the way the health care delivery system provides care to the people of California, particularly those with low incomes and those whose needs are not well served by the status quo. We work to ensure that people have access to the care they need, when they need it, at a price they can afford.

CHCF informs policymakers and industry leaders, invests in ideas and innovations, and connects with changemakers to create a more responsive, patient-centered health care system.

For more information, visit www.chcf.org.