

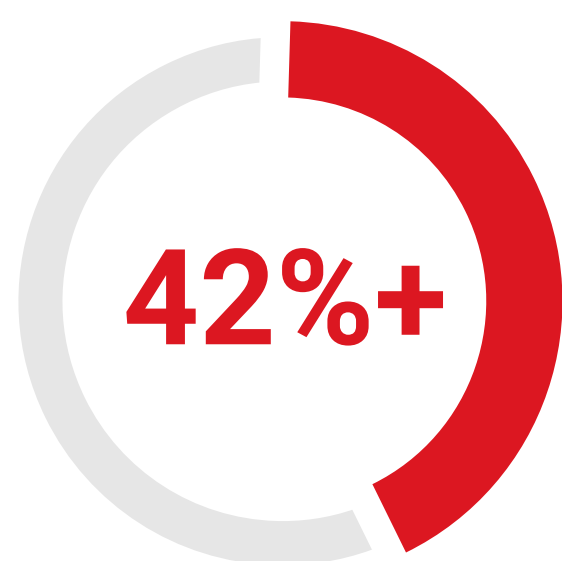
## Health Insurance Is Broken: North Carolinians Have Little Faith

A joint **Meredith Poll** and **North Carolina Center for Health and Democracy** found just how skeptical patients in North Carolina are about health insurance companies.

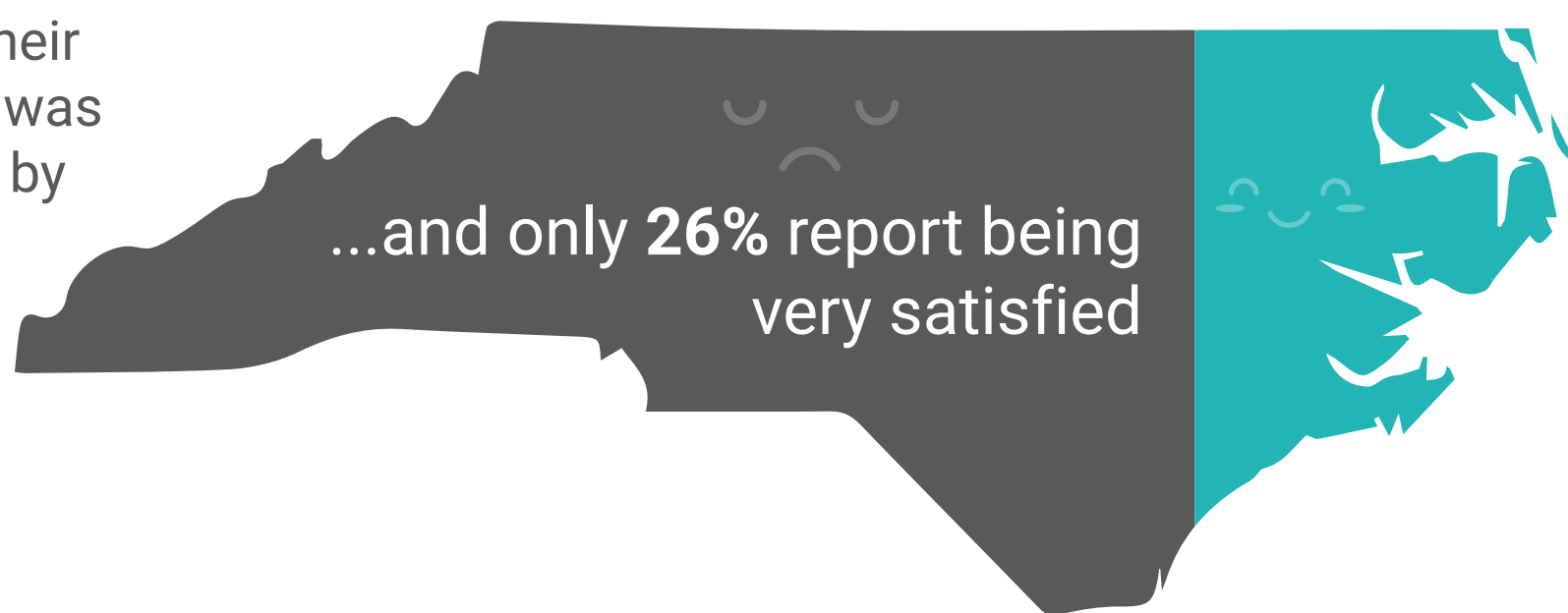
### No Choice, Little Faith in North Carolina Insurers

**8.3%** Only **8.3%** of North Carolinians think health insurers have their best interests in mind

*North Carolinians blame health insurance companies more than any other part of the healthcare system for the rising costs of healthcare*



of those surveyed said their private health insurance was the **only** option provided by their employer...



When comparing the numbers of claim denials and procedures not covered by insurance for North Carolinians in this poll with recent data from **Kaiser Family Foundation** on denials, North Carolinians are seeing **higher** denial rates than the national average.

### Health Insurance Denials Erode Patient Satisfaction

**23.1%**

had a procedure not covered by insurance

**20.1%**

had a claim denied

**16%**

had to go through unnecessary paperwork to get treatment in the last two years

**73.6%**

of those who had a claim denied reported feeling dissatisfied with their insurance company with most of those being extremely dissatisfied,

Respondents who said they had a health procedure not covered by the insurance company or received a surprise bill also saw their dissatisfaction levels increase by a factor of **two**.