



# United Solutions for Care

## GOAL: AN UNDERSTANDABLE SYSTEM

**United States of Care is building a better future for the health care system.**

We champion fair and commonsense policy changes to meet people’s urgent needs. In a system that people feel is unfair and profit-driven, our goal is simple: Ensure that every person can access health care, regardless of who they are, how much money they make, or where they live.

Based on what people need and want from the system, we have created a one-of-a-kind roadmap of a dozen smart and targeted solutions to the most pressing and urgent challenges people face with the health care system.

**United Solutions for Care** is a set of twelve concrete and achievable aims to help us build a fairer system — one that doesn’t leave anyone bankrupt when they need care. We’ve grouped those solutions into four major goals — that people’s care is affordable, their coverage is dependable, their care is personalized, and that the system is understandable. **Let’s work toward a future where people experience a health care system that is UNDERSTANDABLE and easy to navigate.**

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## Solutions for an Understandable Health Care System

When we talk with people, we learn that they have trouble understanding their care. They also tell us about the difficulty they have navigating the system — feeling like they’re going it alone and that they have to find “hacks” just to get the care they need. Here are concrete, shared, and achievable solutions that will make the health care system more understandable.

### SOLUTION 1

**Make prescription costs more transparent** by creating clarity about how prices are set and creating prescription affordability review boards that can evaluate pricing and set maximums.

### SOLUTION 2

**Increase availability of trained people, sometimes called “navigators” or “care coordinators,”** who can help people walk through their health care needs – from picking the right insurance plan to selecting treatment options, and identifying how much it would cost.





# United Solutions for Care - Goal 4: Understandability

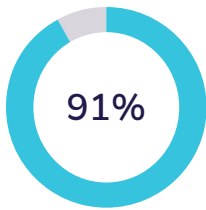
Achieving our shared goals will make the system better for us all. **United Solutions for Care** includes **TWELVE TARGETED SOLUTIONS** that will address people's pain points with the health care system, and provide more fairness and financial peace of mind. Achieving these shared goals will move us closer to a system where every person can access health care, regardless of who they are, how much money they make, or where they live.



Only about **half of people** who had visited a health care provider in the past year fully understood their financial responsibility for their latest medical bill.

Source: [TransUnion Healthcare, 2020](#)

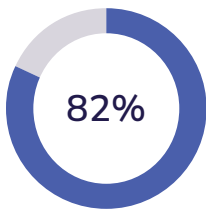
The sheer complexity of our system can prevent people from getting the care they need. **Making our health care system understandable, more transparent, and easier to navigate will help everyone** – especially those underserved by the current health care system.



## Make prescription costs more transparent: **91% support**

Making prescription costs more transparent by creating clarity about how prices are set and creating prescription affordability review boards that can evaluate pricing and set maximums.

*91% support overall. Includes the support of 89% of people of color, 91% of rural and 86% of low-income participants. Supported by 93% of Democrats, 75% of Independents, and 94% of Republicans.*



## Increase availability of trained people, sometimes called “navigators” or “care coordinators”: **82% support**

These workers can help people walk through their health care needs — from picking the right insurance plan to selecting treatment options, and identifying how much it would cost.

*82% support overall. Includes the support of 83% of people of color, 79% of rural residents, and 79% of lower income participants. Supported by 89% of Democrats, 67% of Independents, and 79% of Republicans.*

“ You have a car accident, and a car insurance company kind of takes you through every step of the process, from getting your car fixed to what happens to the other car. Wouldn't it be fantastic if a patient navigator could just take you through the whole process?

*Focus group participant with insurance they are satisfied with, Florida*