

# 2022 Access to Care Survey Results

Prepared for the National Council for Mental Wellbeing by The Harris Poll  
May 11, 2022

# Research Objective

The purpose of this research is to obtain unique data on barriers to access for mental health and substance use treatment, along with how insurance/cost plays a role in looking for and receiving care.

# Research Method

This survey was conducted online by The Harris Poll on behalf of the National Council for Mental Wellbeing from April 26-28, 2022, among 2,053 U.S. adults ages 18 and older. In this sampling, 439 needed mental health care in the past 12 months and did not receive it, 250 needed substance use care in the past 12 months and did not receive it, 551 received mental health care in the past 12 months and 304 received substance care in the past 12 months.

Results were weighted for age within gender, region, race/ethnicity, 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.

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# Executive Summary

**While the overall state of mental wellbeing in the U.S. trends positive, there are still many who report less than good mental wellbeing, especially women, those diagnosed with a mental health or substance use condition and those who did not receive needed mental health care in the past 12 months.**

- While nearly two-thirds of Americans (65%) rate their mental wellbeing as excellent or good, just over one-quarter (26%) report fair mental wellbeing and one in 10 (10%) say their mental wellbeing is poor or very poor.
- Women are more likely than men to report fair (29% vs. 20%) or poor/very poor (12% vs. 7%) mental wellbeing.
- More than 2 in 5 Americans who have been diagnosed with a mental health condition (43%) report fair mental wellbeing and more than 1 in 5 (22%) report poor or very poor mental wellbeing.
- Nearly a third of Americans who have been diagnosed with a substance use condition (32%) report fair mental wellbeing and more than 1 in 5 (22%) report poor or very poor mental wellbeing.
- More than 2 in 5 Americans who needed mental health care in the past 12 months but did not receive it (42%) report fair mental wellbeing and nearly 1 in 4 (24%) report poor or very poor mental wellbeing.

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# Executive Summary (cont...)

**There is a substantial unmet need when it comes to mental health and substance use care, far more so than physical health care needs.**

- More than 2 in 5 Americans (42%) report needing mental health care over the past 12 months and about 1 in 4 (24%) report needing substance use care during that timeframe.
- More than 2 in 5 Americans who needed mental health care (43%) or substance use care (43%) in the past 12 months did not receive it, compared to only about 1 in 5 of those who needed primary care (21%) and did not receive it.

**A majority of Americans believe it is more difficult to find mental health care providers vs. physical health care providers and would be more likely to get mental health or substance use care if they could do so with their primary care physician.**

- Two-thirds of Americans (67%) believe it is harder to find a mental health care provider than it is to find a physical health care provider.
- More than 7 in 10 Americans (71%) would be more likely to get mental health or substance use care if they could receive it through their primary care doctor if they needed it.

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# Executive Summary (cont...)

**The majority of those who did not get needed mental health or substance use care experienced negative impacts as a result, especially related to personal relationships, work, mental wellbeing and some increased use of alcohol and other drugs to cope.**

- Most Americans who needed mental health care in the past 12 months but did not receive it (90%) were impacted in some way, primarily reporting issues with personal relationships (50%), work issues (45%) and a decline in their mental wellbeing (44%).
- Similarly, most Americans who needed and did not get substance use care in the past 12 months report some form of impact (87%), primarily reporting work issues (49%), issues with personal relationships (43%) and a decline in their mental wellbeing (37%).
- Nearly 3 in 10 who didn't get needed substance use care (29%) and more than 1 in 5 who didn't get mental health care (22%) report an increase in alcohol or drug use as a result of not receiving needed care.



# Executive Summary (cont...)

**Top barriers to getting needed mental health care include cost, location and visit format offered.**

- More than a third of Americans who did not get needed mental health care in the past 12 months (37%) say cost-related issues (i.e., no insurance, out of pocket costs) prevented them from getting care.
- More than 1 in 4 Americans who did not get needed mental health care in the past 12 months (28%) say not being able to find a provider who was conveniently located prevented them from getting care.
- One-quarter of Americans who did not get needed mental health care in the past 12 months (25%) say not being able to find a provider who offers a visit format (e.g., in-person, telehealth) they feel comfortable with prevented them from getting care.

# Executive Summary (cont...)

**Top barriers to getting needed substance use care include cost, visit format offered and lack of immediate care options.**

- Nearly a third of Americans who did not get needed substance use care in the past 12 months (31%) say cost-related issues (i.e., no insurance, out of pocket costs) or not being able to find a provider who offers a visit format (e.g., in-person, telehealth) they feel comfortable with (31%) prevented them from getting care.
- More than 1 in 4 Americans who did not get needed substance use care in the past 12 months (28%) say not being able to get an appointment immediately when they needed care prevented them from getting that care.



# Executive Summary (cont...)

**There are stark gender differences when it comes to overall mental wellbeing, challenges in getting care and impacts of not getting needed care.**

- Women are more likely than men to report fair (29% vs. 20%) or very poor/poor (12% vs. 7%) mental wellbeing.
- Among those who received needed mental health care in the past 12 months, men are more likely than women to have experienced difficulties in getting that care (74% vs. 58%).
- Among those who received needed substance use care in the past 12 months, men are more likely than women to have experienced difficulties in getting that care (87% vs. 69%).
- Among those who did not get needed mental health care in the past 12 months, women are significantly more likely than men to report a decline in mental wellbeing as a result (54% vs. 31%).
- Among those who did not get needed substance use care in the past 12 months, men are more likely than women to report an increase in alcohol/drug use as a result (39% vs. 19%).



# Executive Summary (cont...)

**Insurance plays a major role in people not getting the care they need; many Americans believe it is easier to get care paying out-of-pocket.**

- More than 2 in 5 Americans who did not get needed mental health care in the past 12 months (43%) and over half who didn't get needed substance use care (52%) report various insurance-related issues as barriers to getting that care.
- 3 in 5 Americans (60%) believe there are not enough mental health care providers available who accept insurance.
- Nearly 3 in 5 Americans believe it is easier (59%) and faster (59%) to get mental health or substance use care if you pay out-of-pocket vs. use insurance.



# Executive Summary (cont...)

**The majority of those who got needed mental health and substance use care struggled to do so and more than half ended up fronting a portion of the bill.**

- Two-thirds of Americans who received mental health care over the past 12 months (67%) experienced difficulties getting that care, with top struggles including inconvenient appointment times (26%), having to reach out to several providers to find one accepting new patients (23%) and having to wait too long to see a provider (22%).
- More than 4 in 5 Americans who received substance use care over the past 12 months (81%) had trouble getting that care, with top struggles including inconvenient appointment times (34%) or locations (27%), having to reach out to several providers to find one accepting new patients (26%) and having to wait too long to see a provider (26%).
- Less than half of Americans who received mental health (46%) or substance use (48%) care over the past 12 months say their insurance covered their care in full.

# Executive Summary (cont...)

## Providers need additional training to address cultural needs

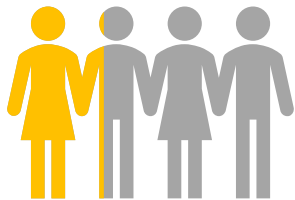
- More than 3 in 5 Americans (61%) feel that there are not enough mental health care providers who are trained to address issues specific to race, ethnicity, sexual orientation, socioeconomic status, etc.
- About 1 in 10 Americans who didn't get needed mental health care in the past 12 months (13%) cite it was because they couldn't find a provider who was a good cultural fit and nearly 1 in 5 who didn't get needed substance use care (17%) say the same.
- Nearly 1 in 5 Americans who received mental health care in the past 12 months (17%) say they struggled to get care because they were unable to find a provider who was a good cultural fit and nearly 1 in 4 who received substance use care (24%) say the same.

# Detailed Findings

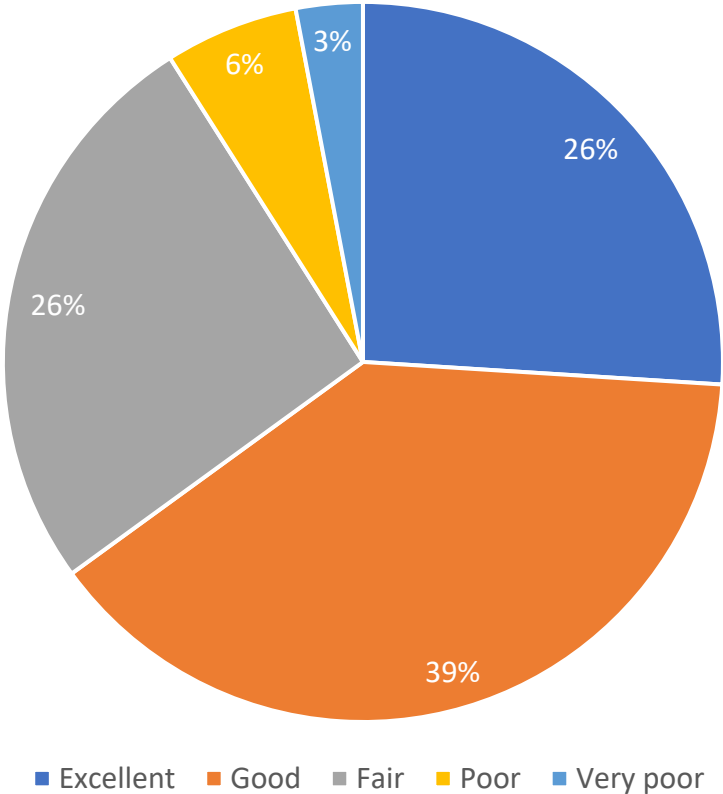


While a majority of Americans report good or excellent mental wellbeing, many report less than good mental wellbeing.

More than 1 in 3 Americans (35%) report less than good mental wellbeing.



State of Mental Wellbeing

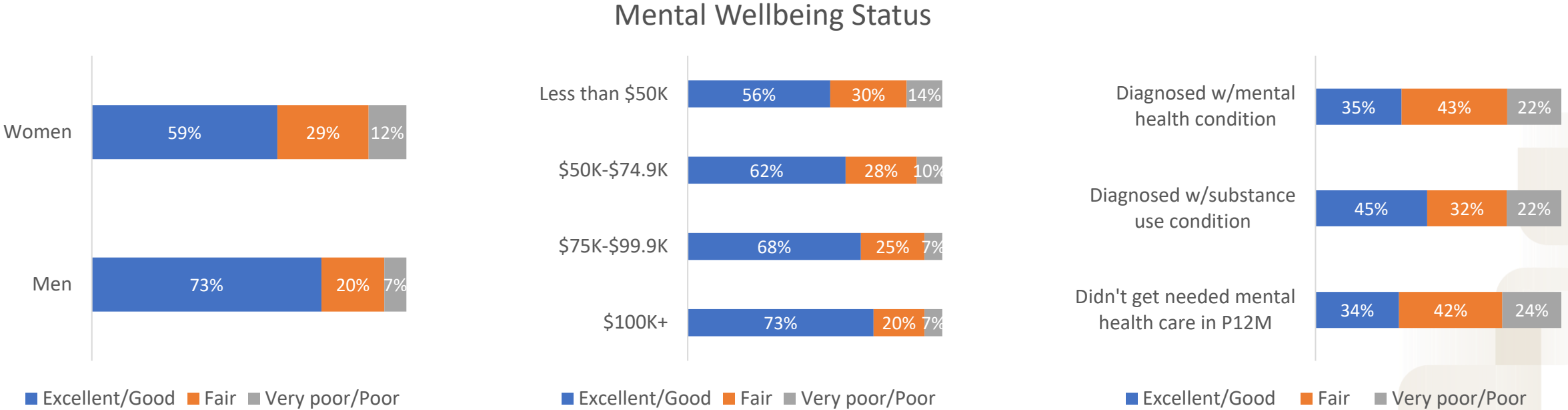


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# Certain demographics report less than good mental wellbeing at much higher rates.

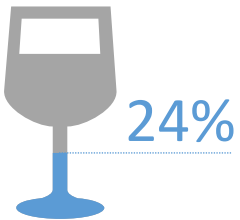
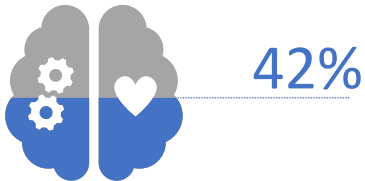
Women, those with lower annual household incomes, those who have been diagnosed with a mental health or substance use condition and those who did not receive needed mental health care in the past 12 months.



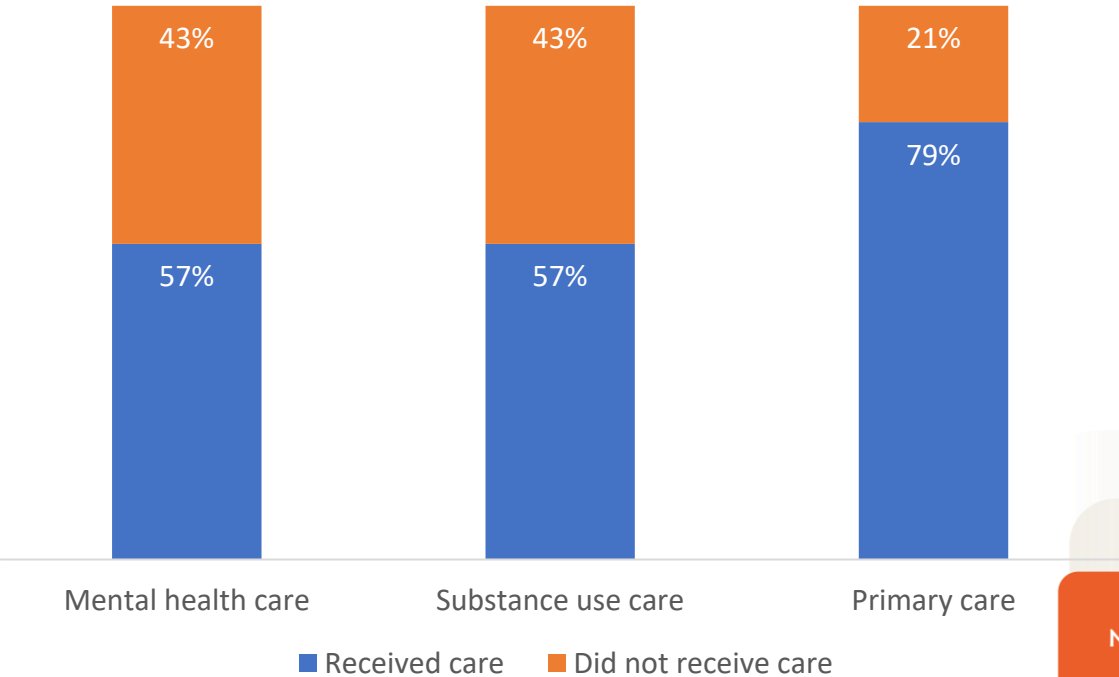
# Many Americans did not receive needed mental health care over the past 12 months, twice as many as those who had unmet physical health care needs.

Experience Among Those Who Needed Care In Past 12 Months

More than 2 in 5 Americans report needing mental health care in the past 12 months...

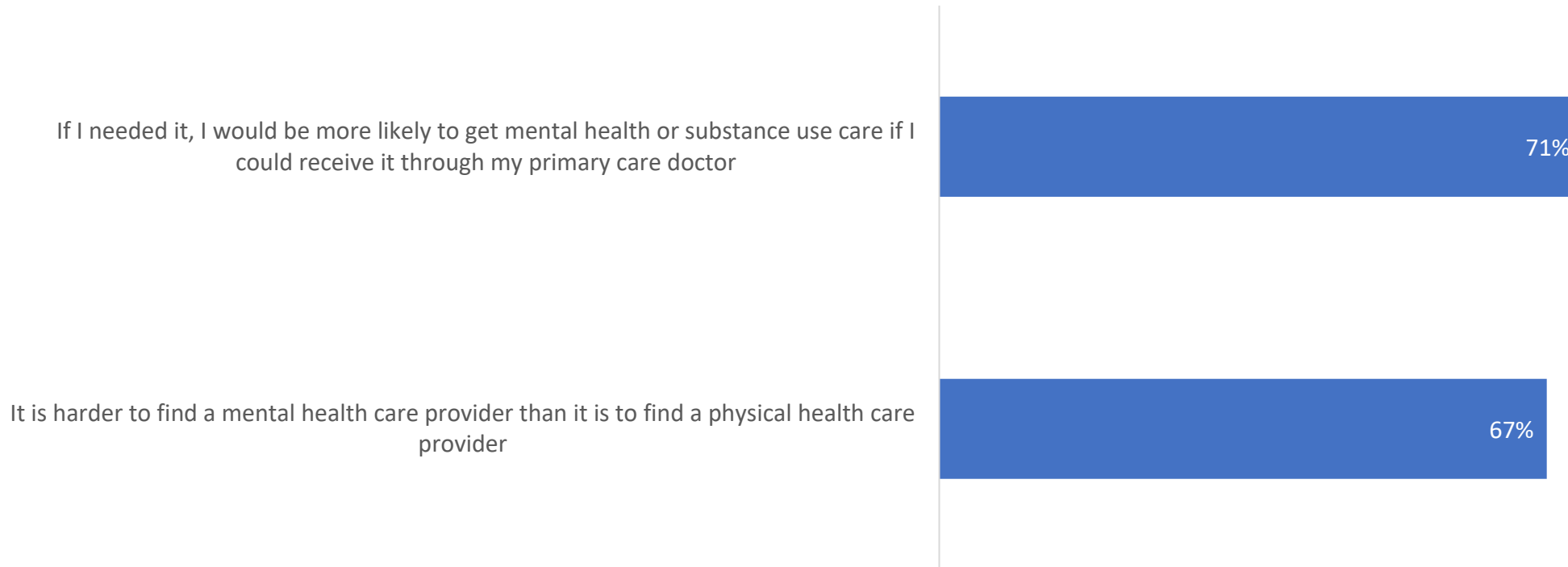


... and nearly 1 in 4 say the same of substance use care



A majority think it's harder to find a mental health vs. physical health provider and would be more likely to get mental health/substance use care if they could with their PCP.

% of Americans Who Agree

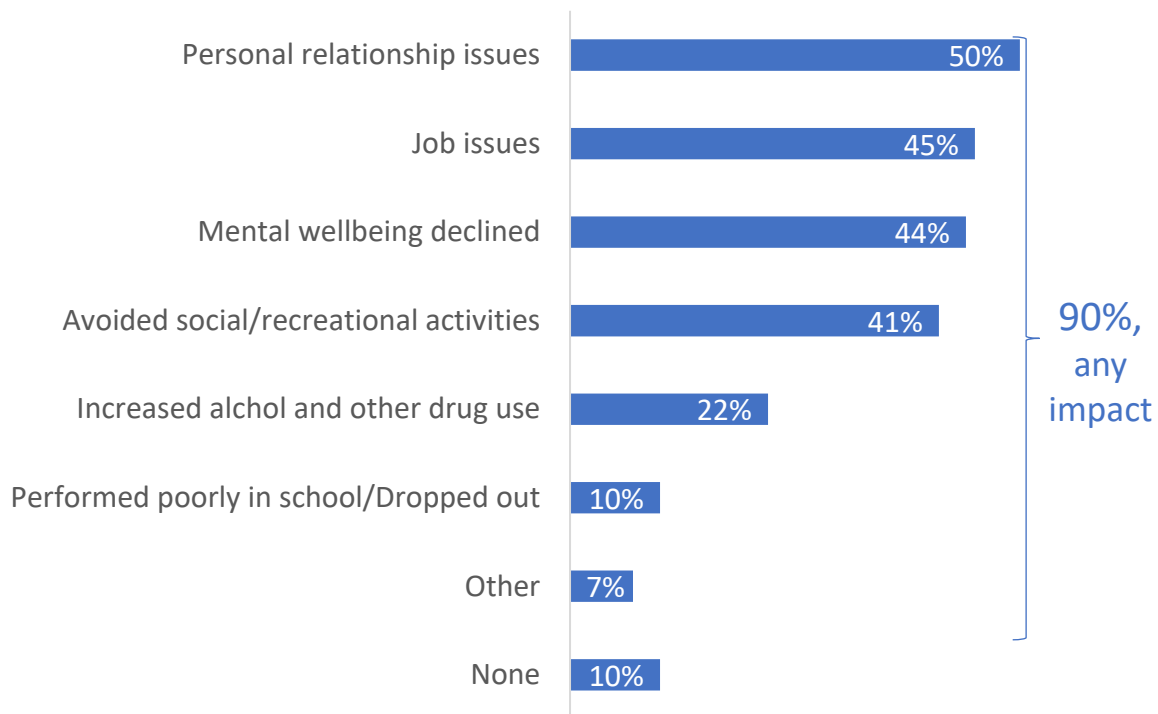




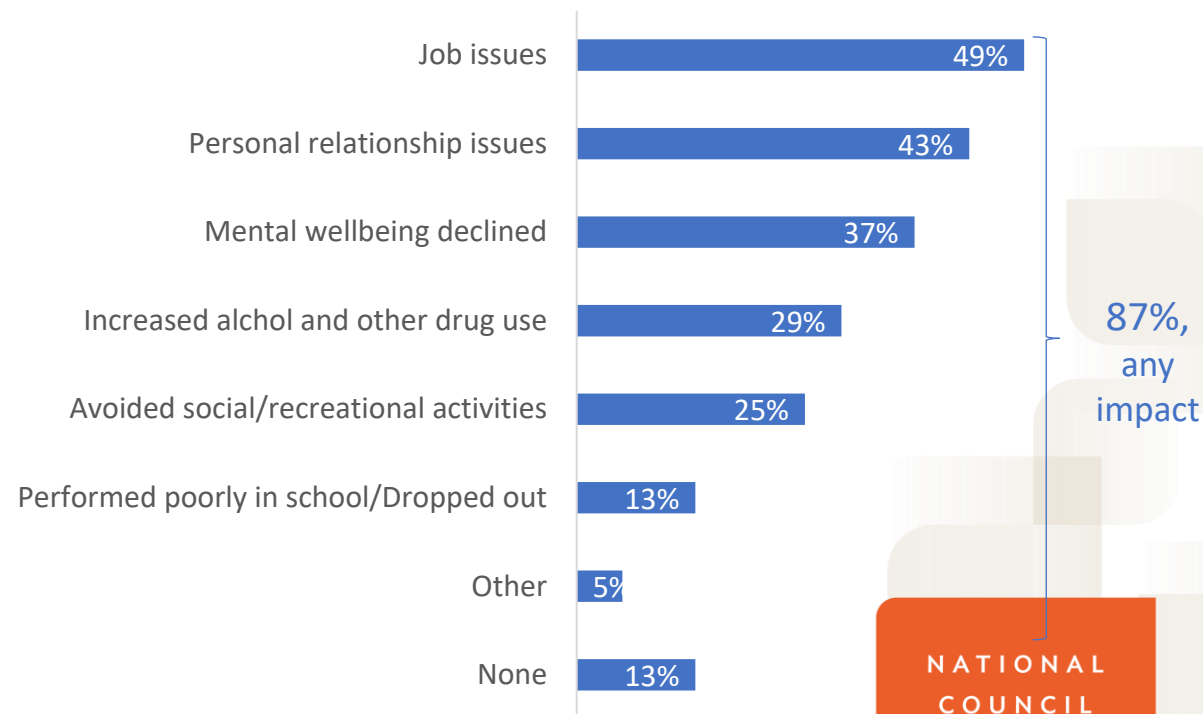
# Most who did not get needed mental health or substance use care experienced negative impacts, predominately personal relationship and job issues.



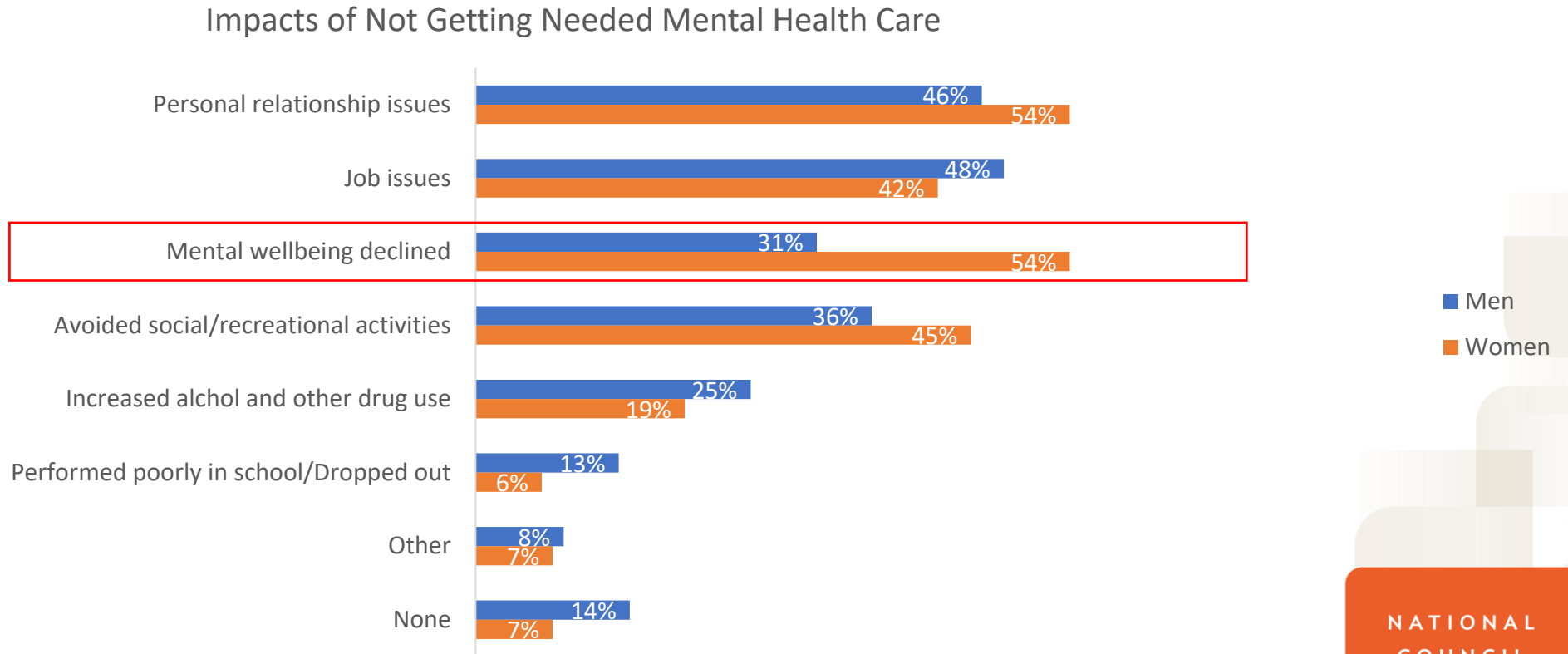
## Impacts of Not Getting Needed Mental Health Care



## Impacts of Not Getting Needed Substance Use Care



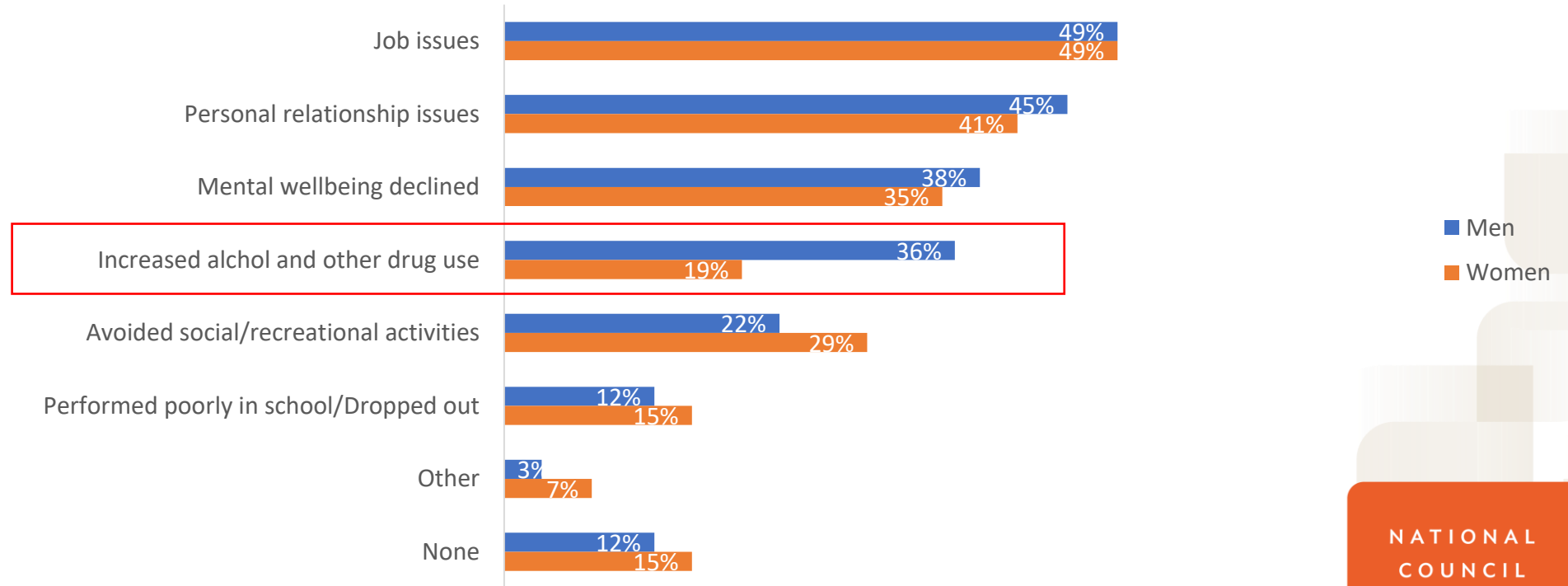
# Women are significantly more likely than men to report a decline in mental wellbeing due to not getting mental health care.





Men are significantly more likely than women to report increased alcohol/drug use due to not getting needed substance use care.

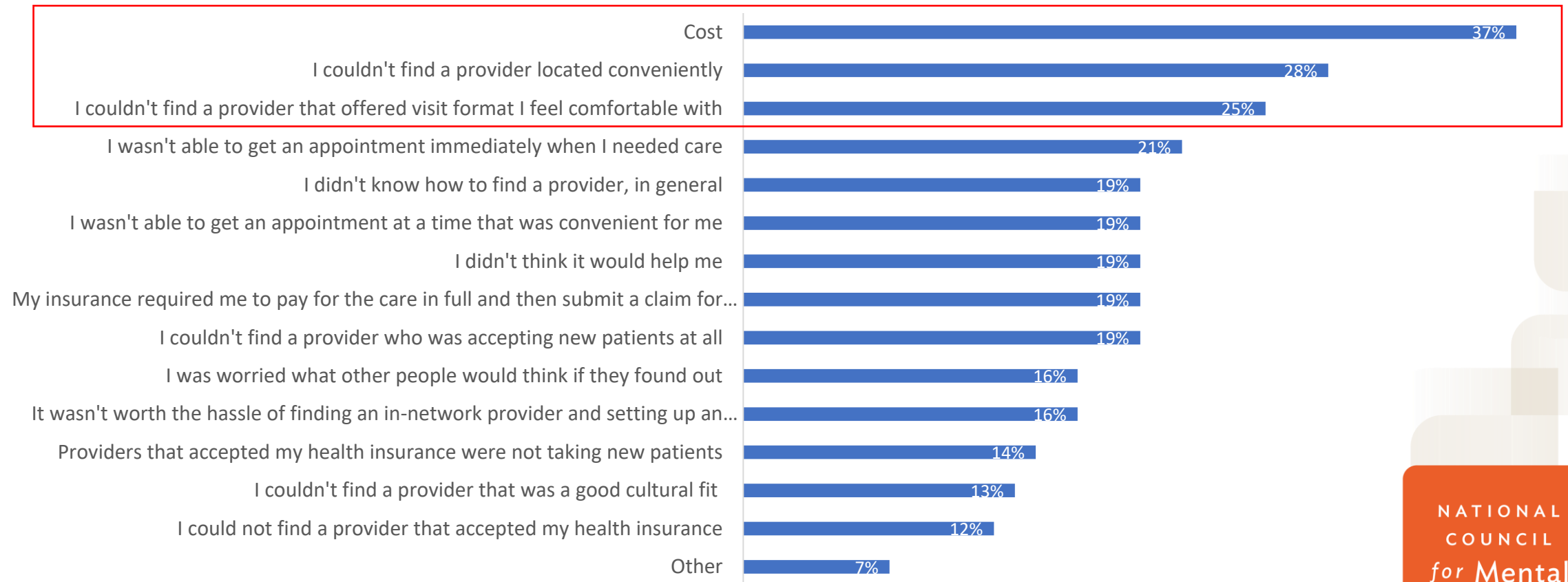
Impacts of Not Getting Needed Substance Use Care





# Top barriers to getting mental health care include cost-related issues, location and visit format offered.

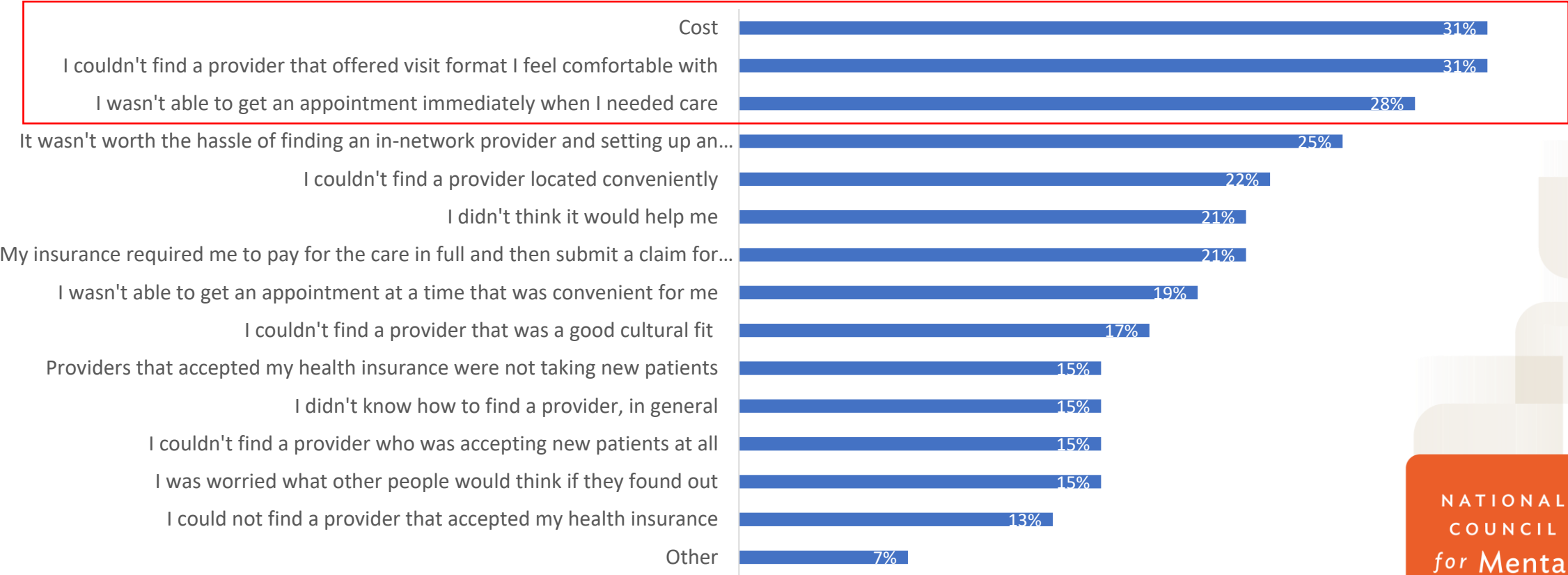
## Barriers To Receiving Mental Health Care





# Top barriers to getting substance use care include cost-related issues, visit format offered and lack of immediate care options.

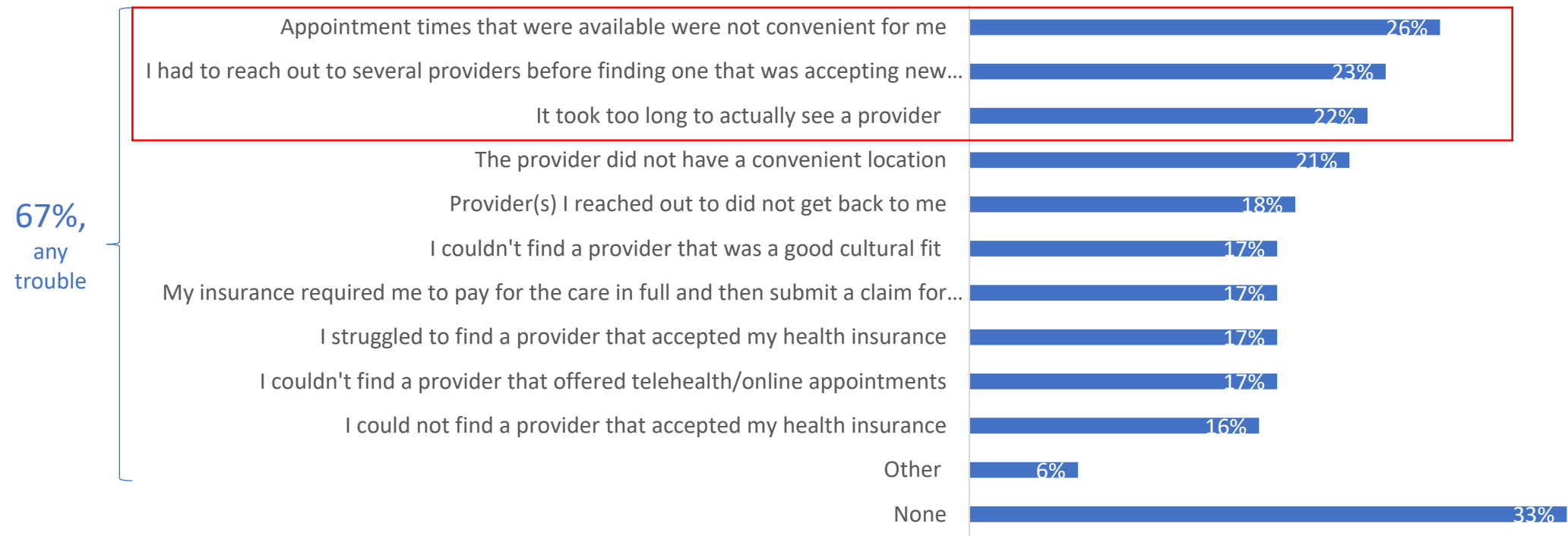
Barriers To Receiving Substance Use Care






Two-thirds struggled to get mental health care, commonly due to inconvenient appointment times, having to reach out to multiple providers and waiting too long to be seen.


Difficulties Experienced When Getting Mental Health Care In Past 12 Months



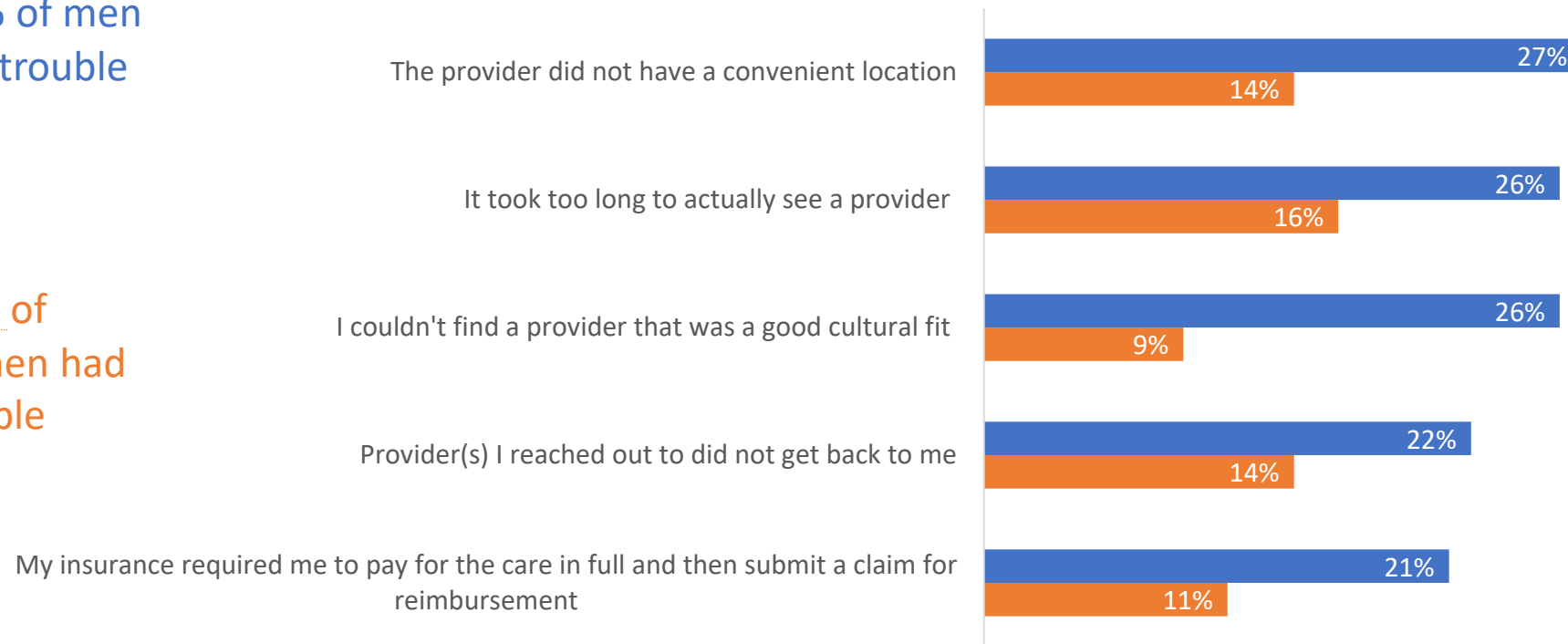


Among those who received mental health care, men are more likely than women to report having difficulty getting it, especially related to providers.

 74% of men had trouble

 58% of women had trouble

### Difficulties Experienced When Getting Mental Health Care In Past 12 Months



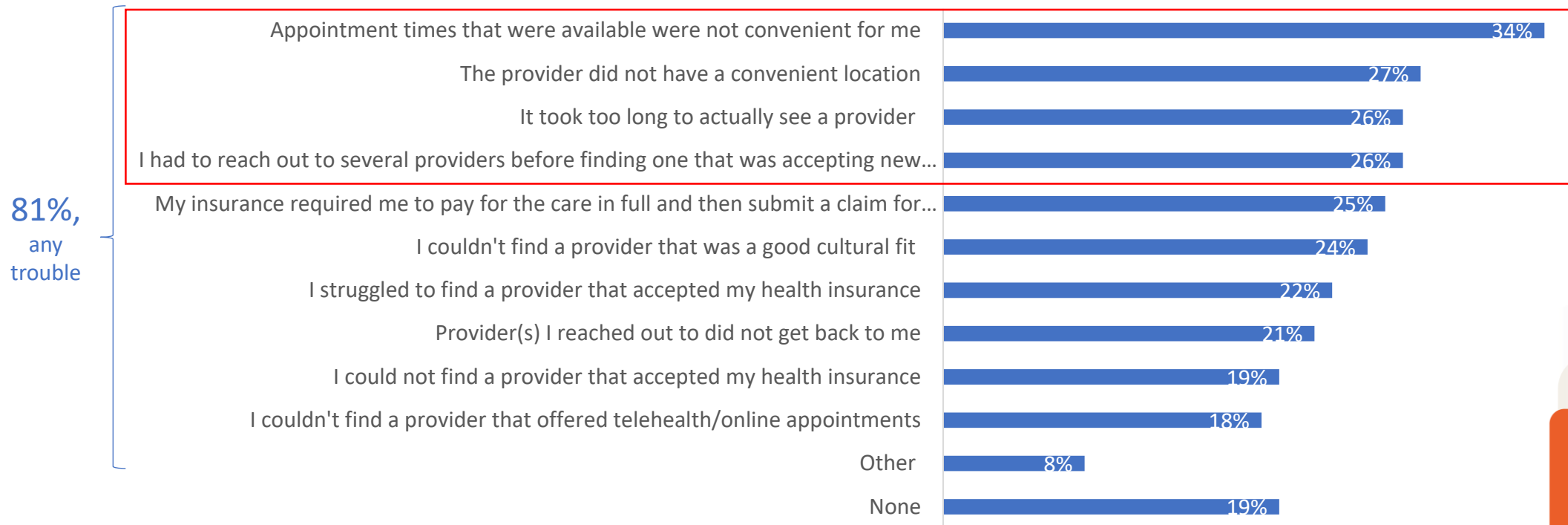
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Among those who received substance abuse care, a majority had trouble getting it, commonly due to inconvenient appointment options, having to reach out to multiple providers and waiting too long to be seen.

### Difficulties Experienced When Getting Substance Use Care In Past 12 Months




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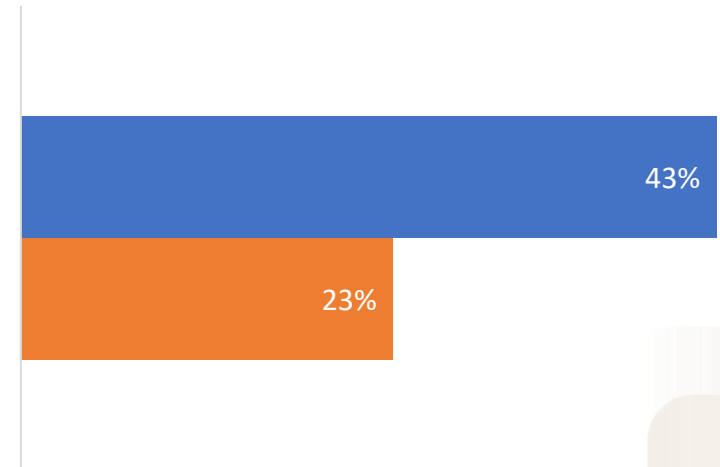
Among those who received substance use care, men are more likely than women to report difficulty in getting it, especially related to appointment times.

 87% of men  
had trouble

 69% of  
women had  
trouble

### Difficulties Experienced When Getting Substance Use Care In Past 12 Months

Appointment times that were available were not convenient for me

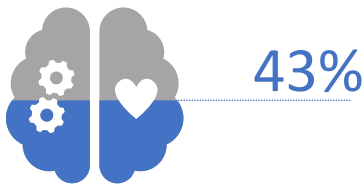


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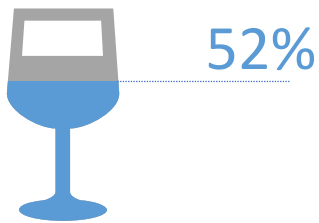
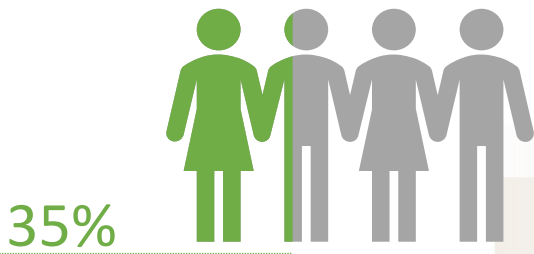


# Insurance poses a roadblock to people not getting the care they need and makes it more difficult, even when getting that care.

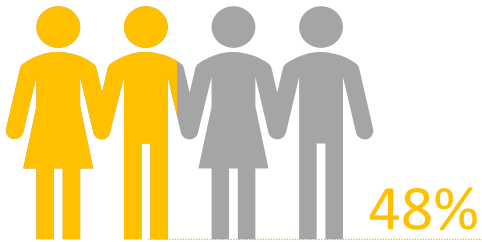
More than 2 in 5 who didn't get needed mental health care cite insurance-related reasons for not doing so...



More than a third who got mental health care cite insurance-related difficulties in getting that care...



... and more than half who didn't get needed substance use care cite the same

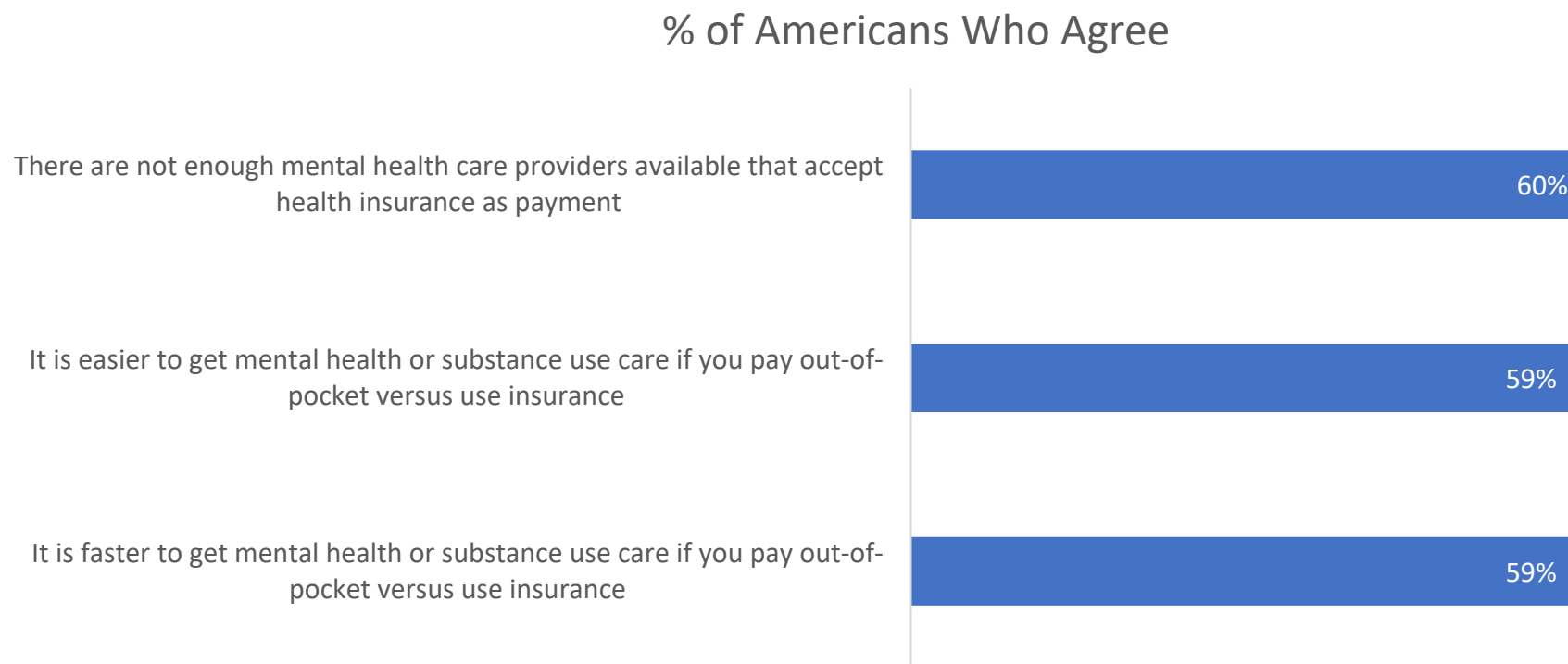


... and nearly half who got substance use care cite the same

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**BASE: NEEDED MENTAL HEALTH CARE IN P12M AND DID NOT RECEIVE IT (n=439)**  
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.  
Q4 Over the past 12 months, which of the following difficulties did you face when receiving mental health care? Please select all that apply.  
**BASE: NEEDED SUBSTANCE USE CARE IN P12M AND DID NOT RECEIVE IT (n=250)**  
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.  
Q8 Over the past 12 months, which of the following difficulties did you face when receiving substance use care? Please select all that apply.

# Many Americans believe it is easier to get mental health or substance use care by paying out-of-pocket instead of using insurance.



**BASE: ALL RESPONDENTS (n=2,053)**

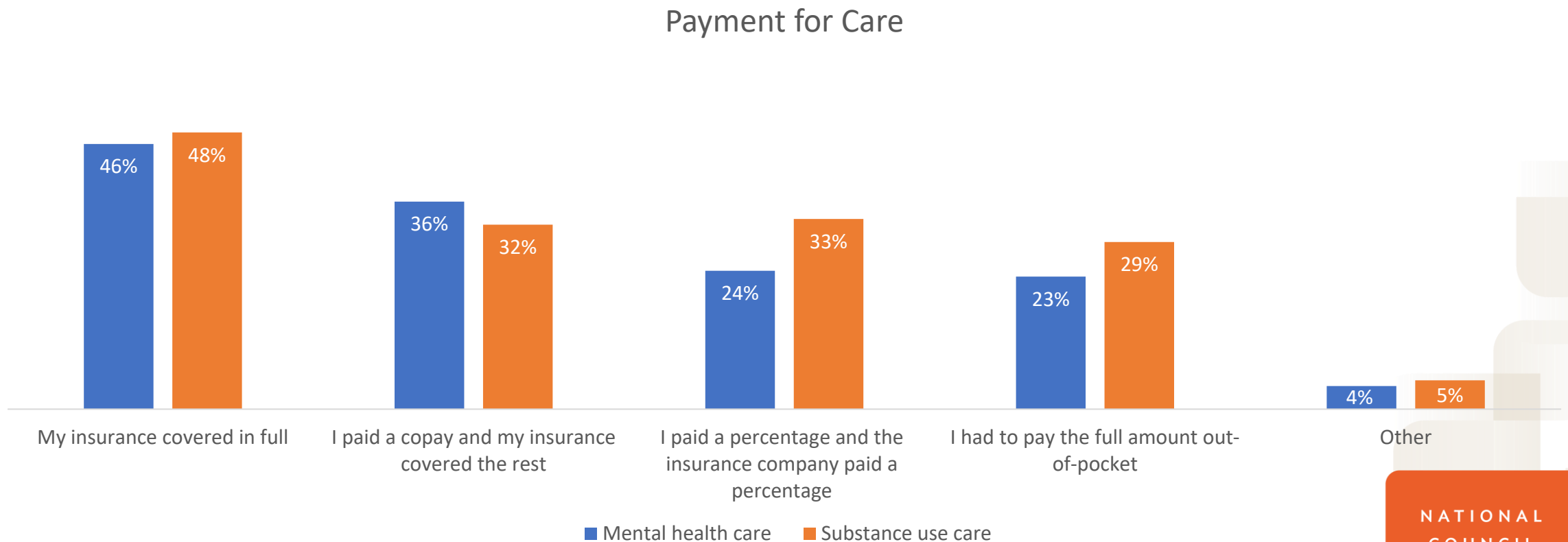
**Q10** How much do you agree or disagree with each of the following statements related to mental health and substance use care (i.e., counseling, therapy, providing medication and other support services)?



TheNationalCouncil.org

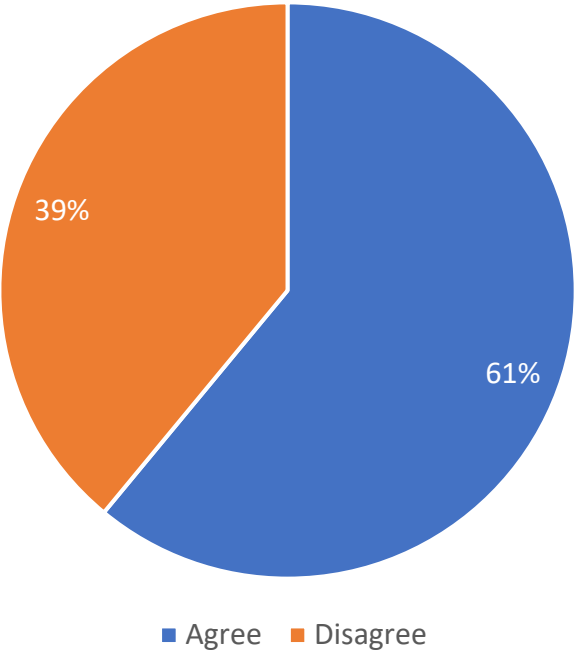
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# Less than half who received care say insurance covered it in full, many paid out-of-pocket.



# Americans recognize there is a lack of providers trained to address cultural issues.

There aren't enough mental health care providers who are trained to address issues specific to race, ethnicity, sexual orientation, socioeconomic status, etc.



# Finding a provider who is a good cultural fit has made it difficult for some to get care.

Among those who received care...



Nearly 1 in 5 (17%) found it difficult to get mental health care due to inability to find a provider who was a good cultural fit



Nearly 1 in 4 (24%) found it difficult to get substance use care due to inability to find a provider who was a good cultural fit



# Not being able to find a provider that is a good cultural fit also prevented people from getting care to begin with.

Among those who did not receive care...



About 1 in 10 (13%) say they didn't get needed mental health care because they couldn't find a provider who was a good cultural fit



Nearly 1 in 5 (17%) say they didn't get needed substance use care because they couldn't find a provider who was a good cultural fit



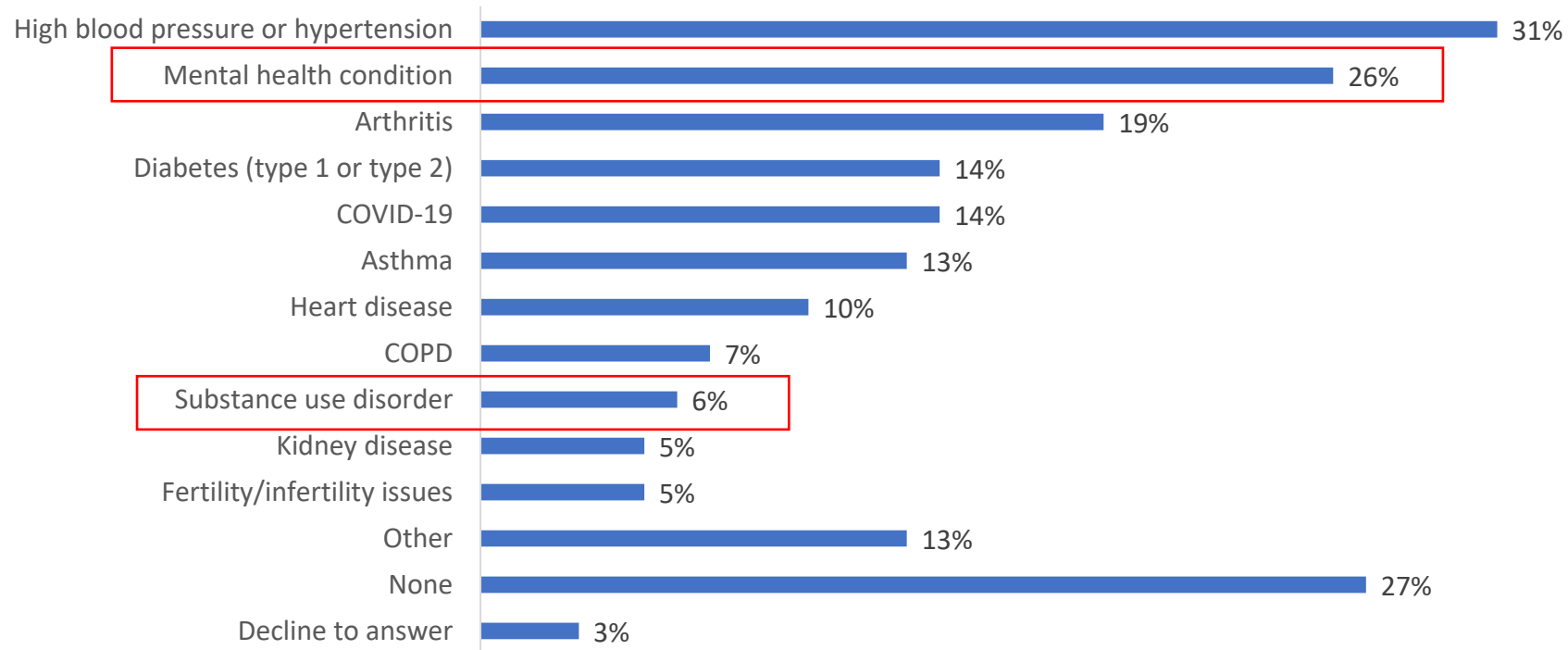
# Appendix





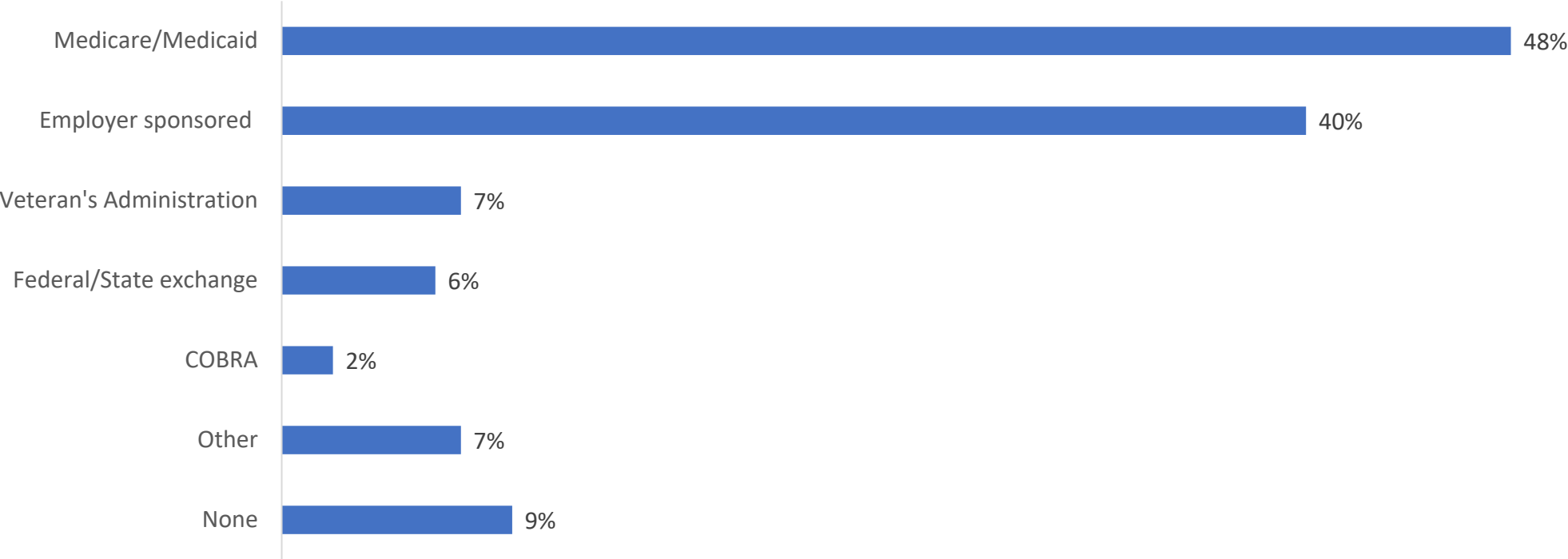
Roughly 1 in 4 Americans have been diagnosed with a mental health condition and about 1 in 15 with a substance use disorder.

### Conditions Diagnosed with by a Health Care Professional



Nearly half of Americans have Medicare or Medicaid for insurance and 2 in 5 have employer sponsored insurance.

Insurance Type



# Demographic Profile: Gender & Generation

Received Mental Health Care	Did Not Receive Mental Health Care	Gender	Received Substance Use Care	Did Not Receive Substance Use Care
49%	41%	Male	59%	55%
48%	56%	Female	37%	44%
3%	3%	Other	4%	1%

Received Mental Health Care	Did Not Receive Mental Health Care	Generation	Received Substance Use Care	Did Not Receive Substance Use Care
14%	22%	Gen Z (18-25)	13%	28%
47%	43%	Millennials (26-41)	56%	46%
23%	27%	Gen X (42-57)	2%	21%
15%	8%	Boomers (58-76)	10%	5%

BASE: Needed Mental Health Care In Past 12 Months & Did Not Receive it (n=439)

BASE: Needed Substance Use Care In Past 12 Months & Did Not Receive it (n=250)

BASE: Received Mental Health Care In Past 12 Months (n=551)

BASE: Received Substance Use Care In Past 12 Months (n=304)



# Demographic Profile: Urbanicity & HHI

Received Mental Health Care	Did Not Receive Mental Health Care	Urbanicity	Received Substance Use Care	Did Not Receive Substance Use Care
48%	32%	Urban	59%	39%
38%	49%	Suburban	29%	44%
15%	19%	Rural	11%	16%

Received Mental Health Care	Did Not Receive Mental Health Care	HHI	Received Substance Use Care	Did Not Receive Substance Use Care
28%	39%	Less than \$50K	24%	38%
15%	18%	\$50K-\$74.9K	11%	18%
10%	11%	\$75K-\$99.9K	9%	12%
45%	30%	\$100K+	54%	31%

BASE: Needed Mental Health Care In Past 12 Months & Did Not Receive it (n=439)

BASE: Needed Substance Use Care In Past 12 Months & Did Not Receive it (n=250)

BASE: Received Mental Health Care In Past 12 Months (n=551)

BASE: Received Substance Use Care In Past 12 Months (n=304)



# Demographic Profile: Education & Diagnosis of Mental Health or Substance Use Condition

Received Mental Health Care	Did Not Receive Mental Health Care	Education	Received Substance Use Care	Did Not Receive Substance Use Care
30%	38%	HS or Less	30%	41%
26%	38%	Some college	14%	38%
44%	24%	College grad+	55%	21%

Received Mental Health Care	Did Not Receive Mental Health Care	Diagnosed w/Mental Health	Received Substance Use Care	Did Not Receive Substance Use Care
53%	44%	Yes	38%	36%
47%	56%	No/DTA	62%	64%

Received Mental Health Care	Did Not Receive Mental Health Care	Diagnosed w/Substance Use	Received Substance Use Care	Did Not Receive Substance Use Care
13%	12%	Yes	23%	18%
87%	88%	No/DTA	77%	82%

BASE: Needed Mental Health Care In Past 12 Months & Did Not Receive it (n=439)

BASE: Needed Substance Use Care In Past 12 Months & Did Not Receive it (n=250)

BASE: Received Mental Health Care In Past 12 Months (n=551)

BASE: Received Substance Use Care In Past 12 Months (n=304)



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