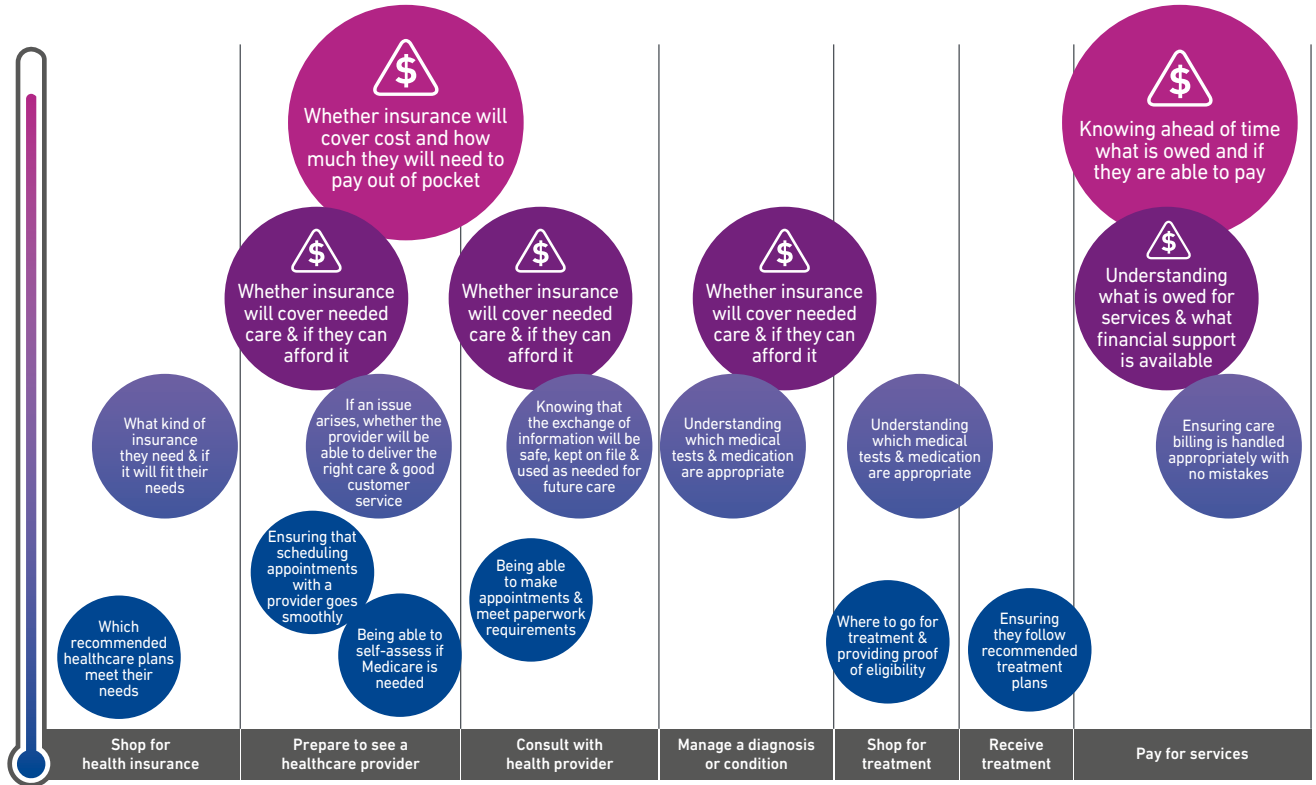


# Heat map: Levels of discomfort during the patient healthcare journey

According to a national Experian Health study among 1,000 consumers, top pain points relate to finances



To get the full study, visit [www.experian.com/healthcare](http://www.experian.com/healthcare)

## Top 5 pain points



**What will insurance cover?**  
Has the deductible been met?  
Is a procedure or medication covered? Have the maximum benefits been reached?



**How much will insurance pay?**  
Determine if it will cover everything, up to a specific limit or nothing until a deductible is met.



**What are the out-of-pocket cost?** Determine if your health insurance requires you to pay a portion of charges.



**Know what you owe.**  
Avoid being surprised by how much is owed for services.



**Will you have the money you need?** Make sure you have money available to pay for services.