

# MENTAL HEALTH AND SUBSTANCE USE TREATMENT SERVICES UTILIZATION

Bipartisan Policy Center

MAY 2021

## Key Findings

- 1. An equal percentage of adults have used telehealth and in-person services for mental health and/or substance use treatment services.** A quarter of adults have used in-person (23%) or telehealth (23%) mental health and/or substance use treatment services over the past year.
- 2. Nearly 40% of adults have received mental health and/or substance use treatment through a primary care provider (39%), and 45% have received treatment through a psychiatrist, therapist, counselor or other specialist.** Additionally, 70% of adults agree that it would be more convenient if their mental health and substance use services were integrated into their primary care doctor's office.
- 3. Patients are equally as satisfied with receiving mental health and/or substance use treatment from a primary care provider (89%) as with a mental health and/or substance use specialist (88%).**
- 4. Nearly two in five (39%) adults prefer a mix of virtual, phone call, and in-person treatment.** Although, 41% of adults say they prefer an in-person appointment format for future mental health and/or substance use treatment services.
- 5. Two priorities for adults seeking treatment are affordability of services and availability of providers in insurance networks.** A majority say the cost of the provider (58%) and whether the provider is in their insurance network (58%) are *very important* considerations. Another very important factor is whether the provider speaks their language (59%), although language was not considered to be a large barrier to care for most (17%).
- 6. Of the options tested, the two largest obstacles for adults seeking treatment are consistent with their important priorities: cost of help or treatment (51%) and availability of in-network providers (41%).**

*Methodology: This poll was conducted between April 29-May 2, 2021 among a sample of 2200 adults. The interviews were conducted online and the data were weighted to approximate a target sample of adults based on gender, educational attainment, age, race, and region. Results from the full survey have a margin of error of plus or minus 2 percentage points.*

AGENDA

CURRENT TREATMENT

BARRIERS TO RECEIVING TREATMENT

PREFERENCES FOR TREATMENT

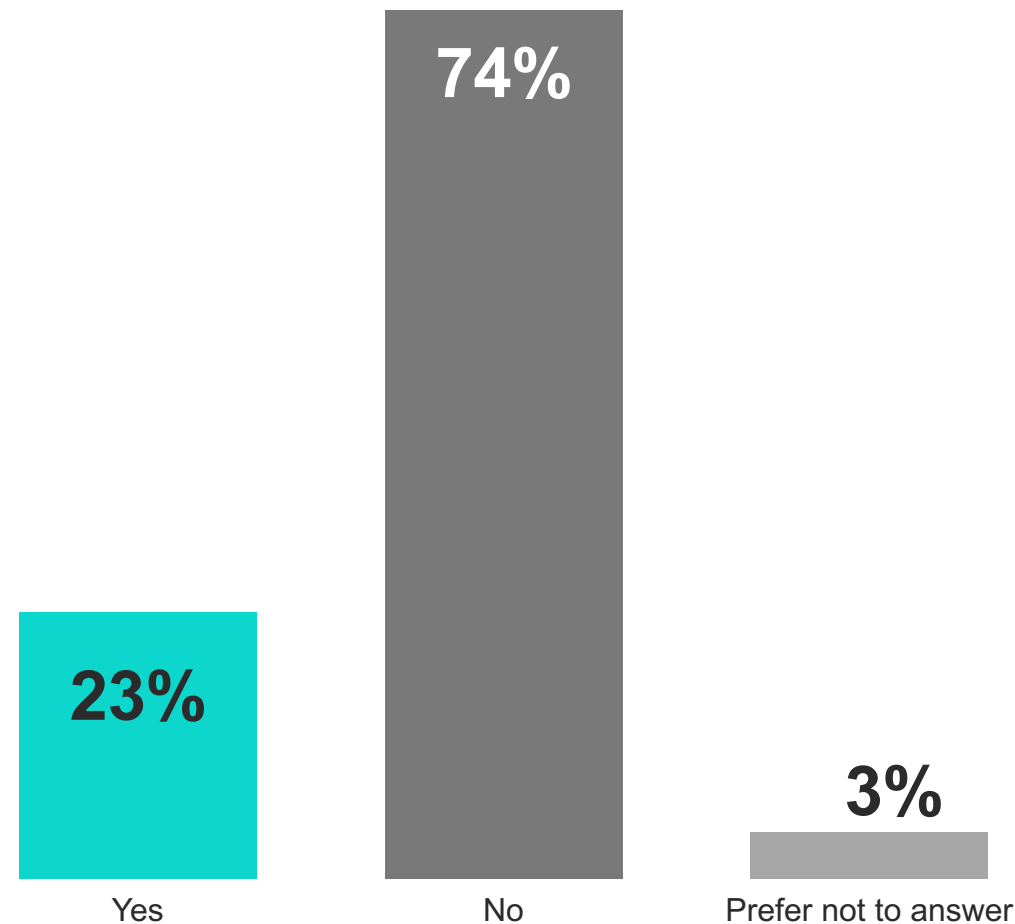
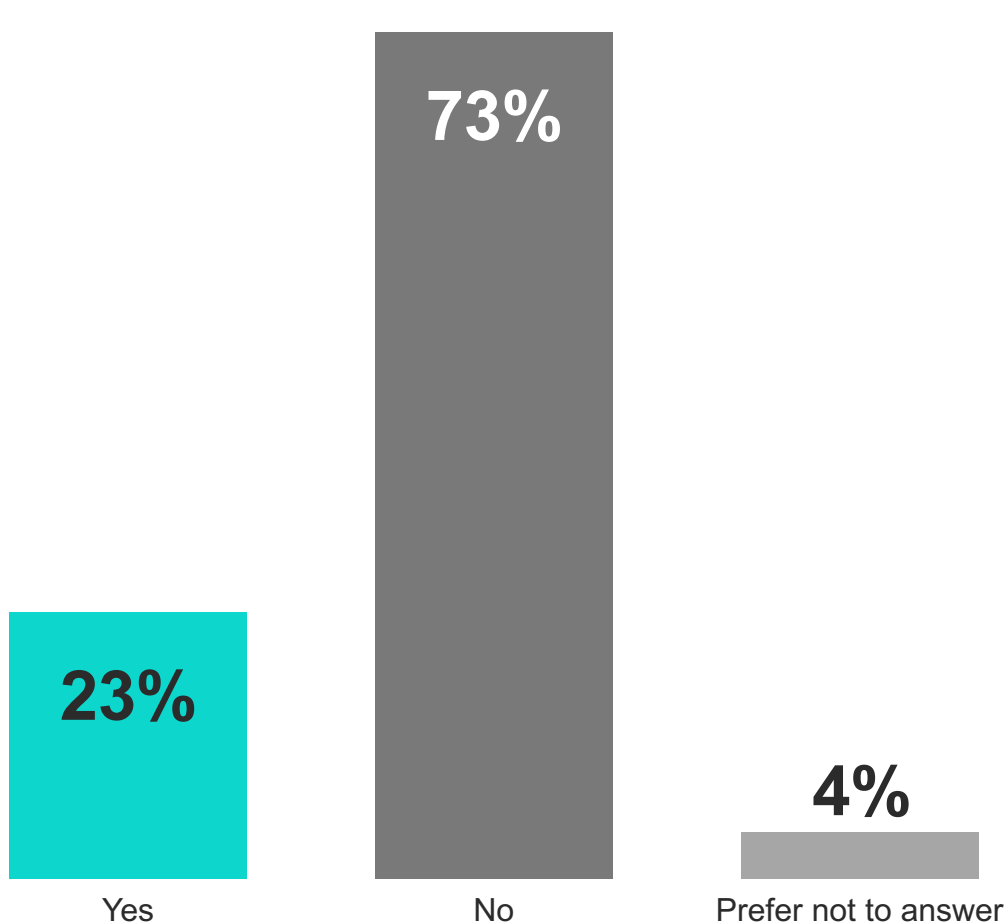


CURRENT TREATMENT

A quarter of adults have used in-person (23%) or telehealth (23%) mental health and/or substance use treatment services over the past year.

Have you used **in-person** mental health and/or substance use treatment services over the past year? This could include meeting with a therapist, counselor, psychiatrist or primary care doctor in-person.

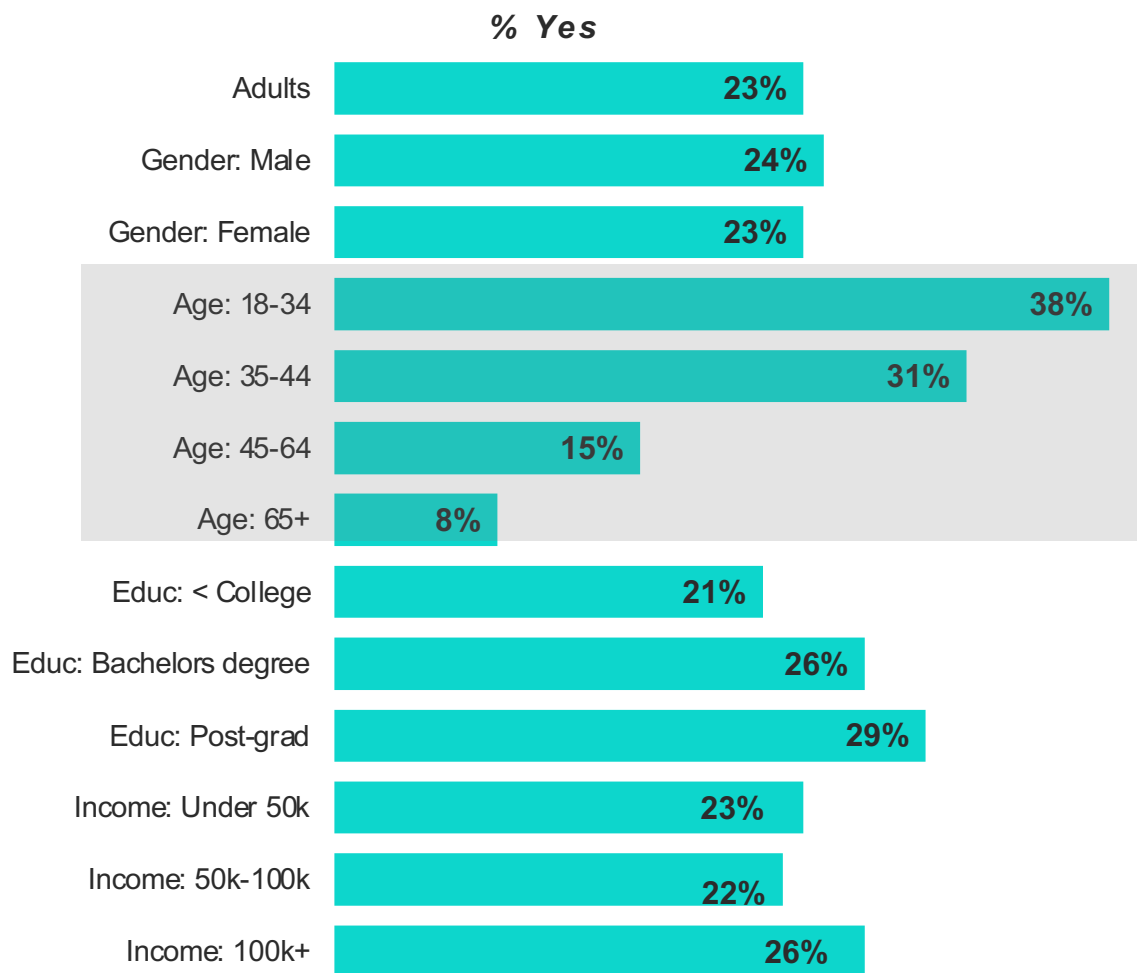
Have you used **telehealth** for mental health and/or substance use treatment services over the past year? This could include meeting with a therapist, counselor, psychiatrist, or primary care doctor virtually.



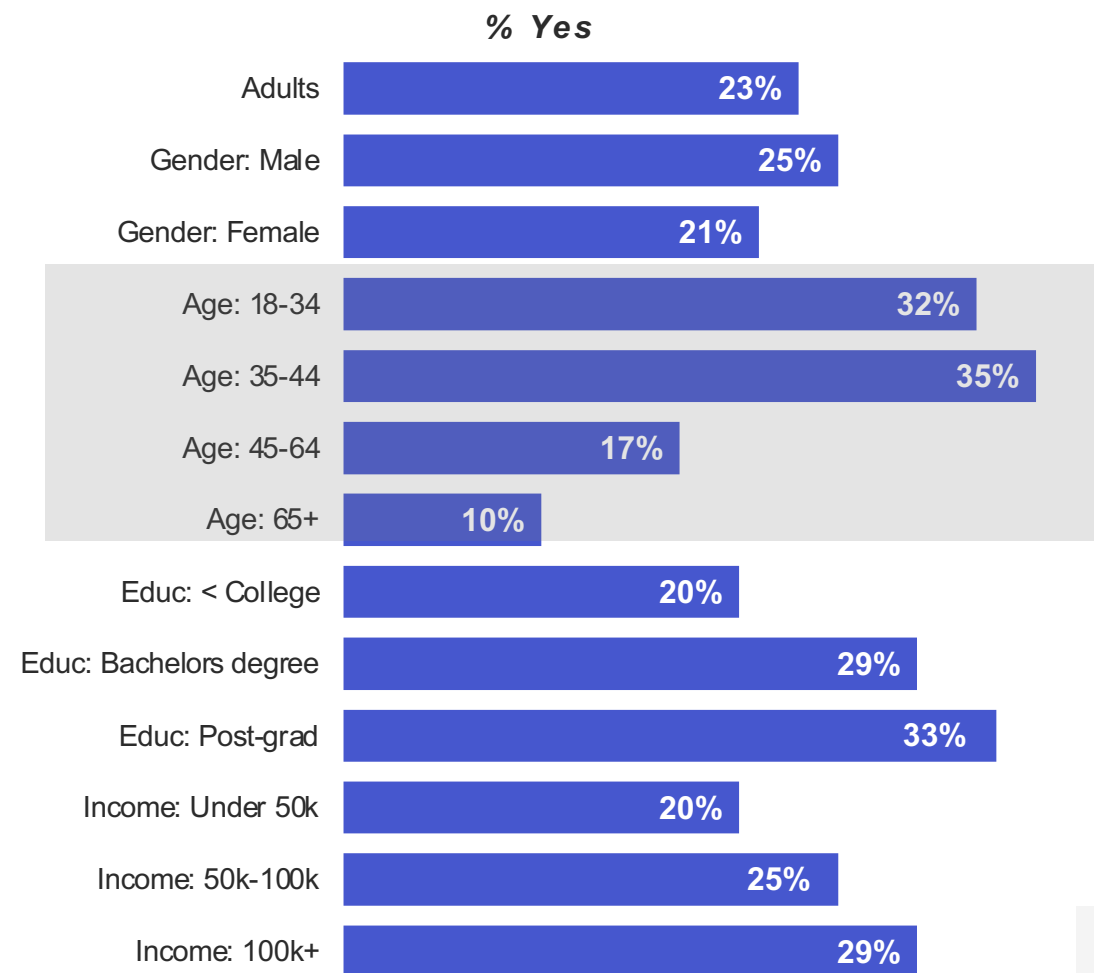
CURRENT TREATMENT

Young adults are more likely than older adults to say they have used either in-person or telehealth mental health and/or substance use treatments over the past year.

Have you used **in-person** mental health and/or substance use treatment services over the past year?



Have you used **telehealth** for mental health and/or substance use treatment services over the past year?

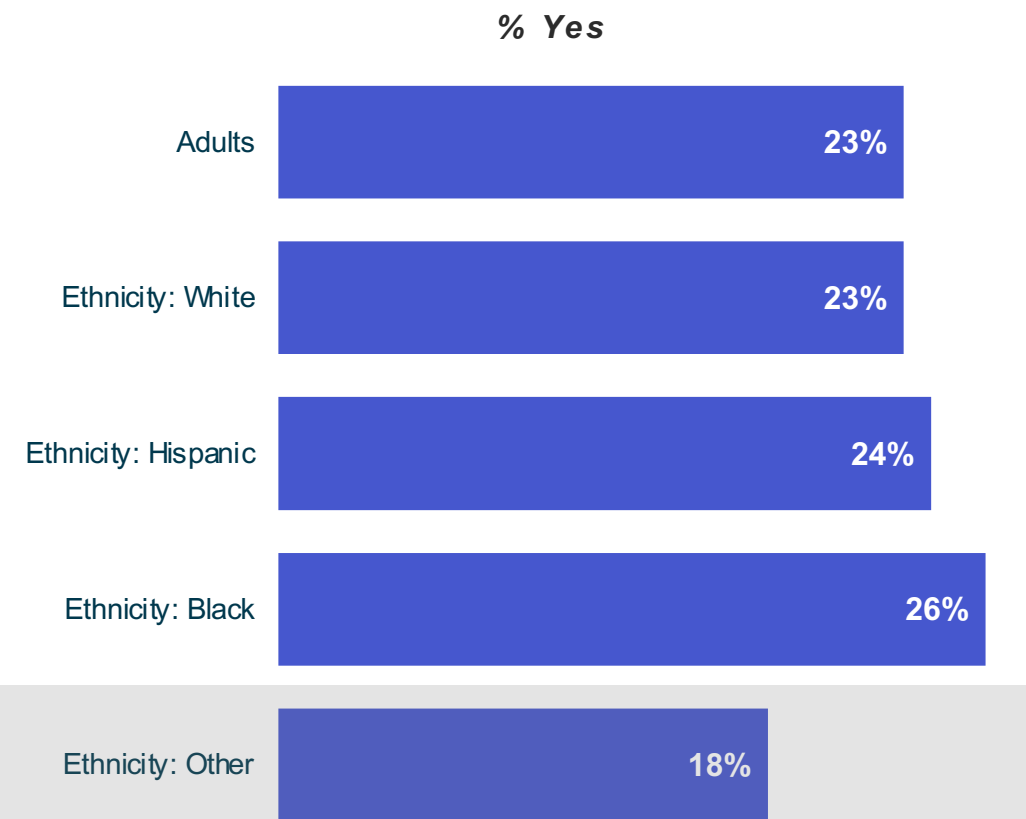
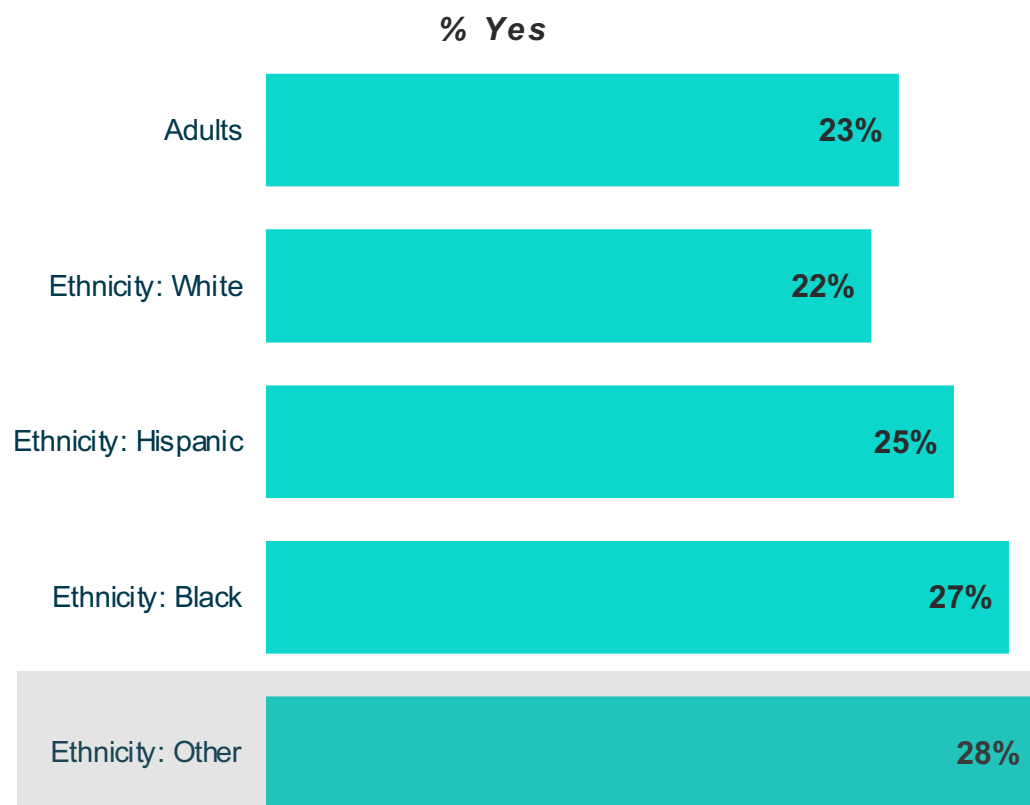


CURRENT TREATMENT

Most adults across ethnicities are equally likely to say they have used in-person and telehealth mental health and/or substance use treatment services over the past year, but other adults of color are more likely to say they used in-person (28%) than telehealth (18%) treatment services.

Have you used **in-person** mental health and/or substance use treatment services over the past year?

Have you used **telehealth** for mental health and/or substance use treatment services over the past year?

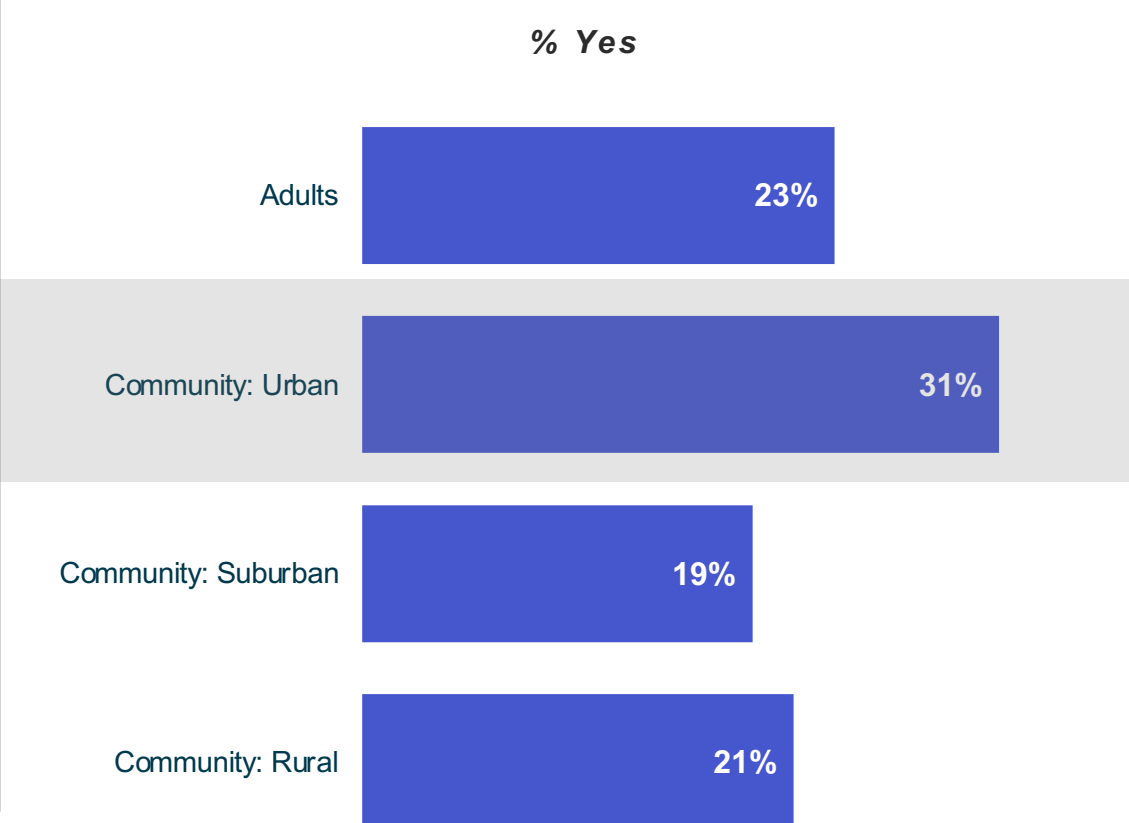
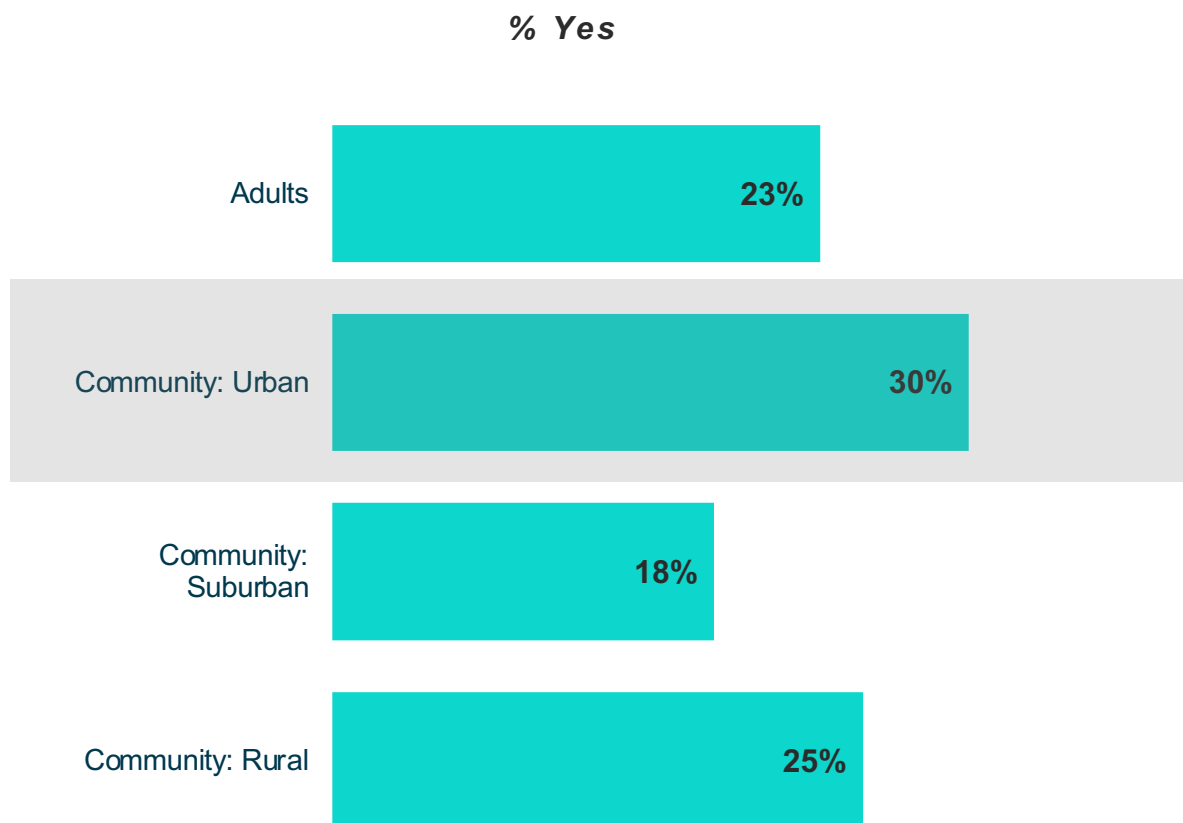


CURRENT TREATMENT

Urban adults are more likely than suburban and rural adults to say they have used in-person or telehealth for mental health and/or substance use treatment services over the past year.

Have you used **in-person** mental health and/or substance use treatment services over the past year?

Have you used **telehealth** for mental health and/or substance use treatment services over the past year?

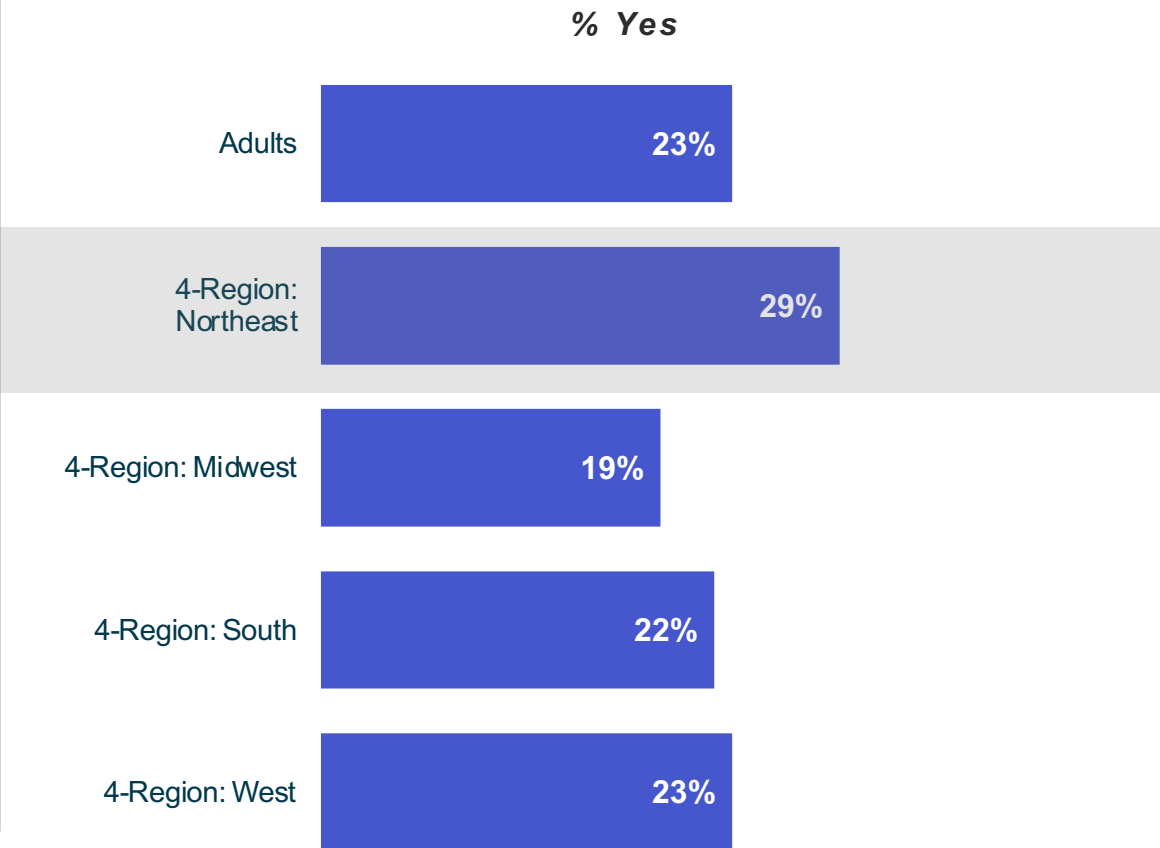
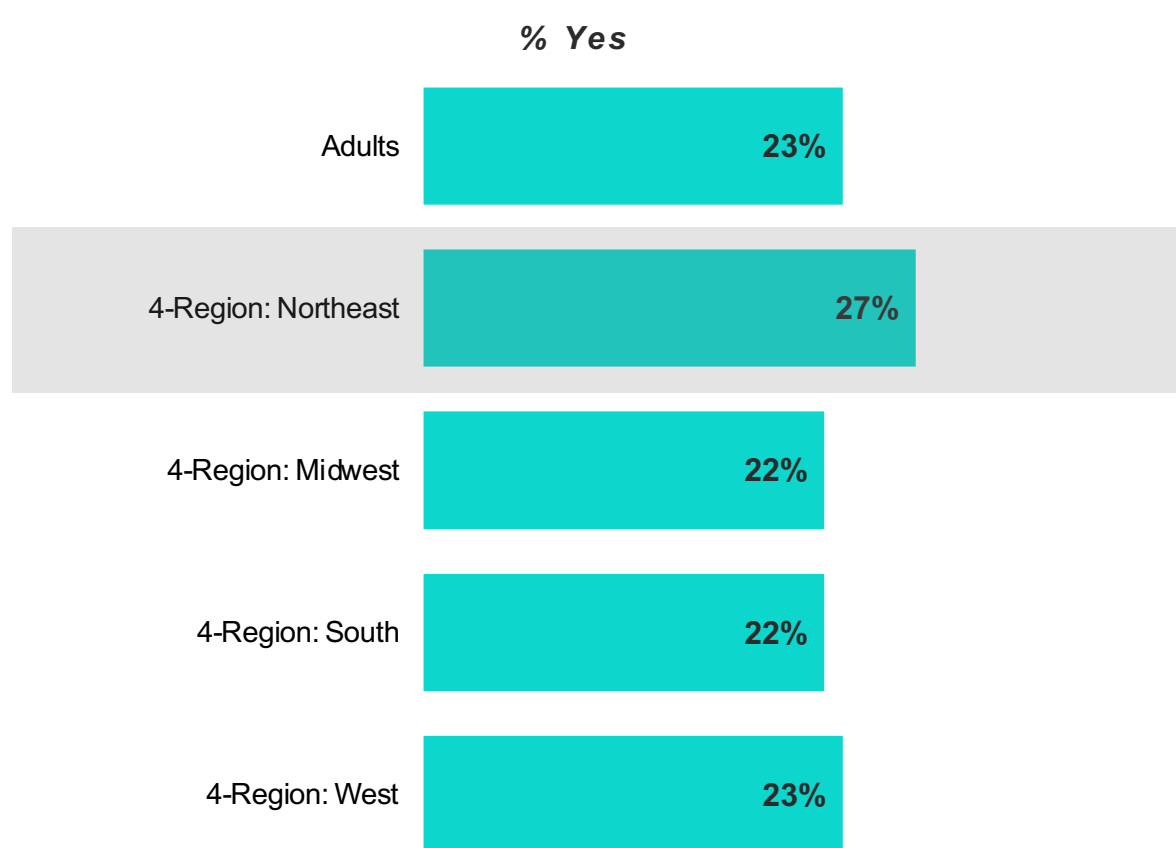


CURRENT TREATMENT

Adults in the Northeast region are more likely than adults in other regions to say they have used in-person or telehealth mental health and/or substance use treatment services over the past year.

Have you used **in-person** mental health and/or substance use treatment services over the past year?

Have you used **telehealth** for mental health and/or substance use treatment services over the past year?



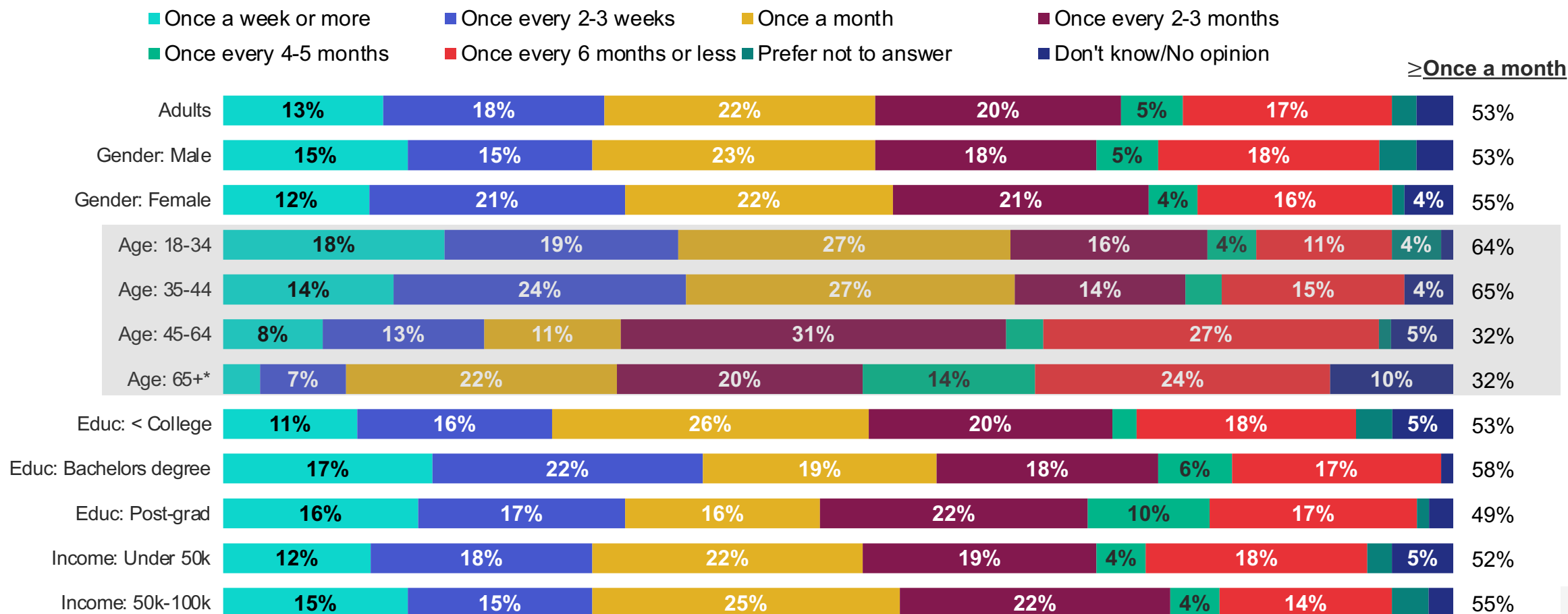


CURRENT TREATMENT

Younger adults are more likely than older adults to say they have used telehealth for mental health and/or substance use treatment services once a month or more over the past year.

On average, over the past year, how frequently have you used telehealth for mental health and/or substance use treatment services?

ADULTS WHO HAVE USED TELEHEALTH FOR MENTAL HEALTH/SUBSTANCE USE OVER THE PAST YEAR, n=509



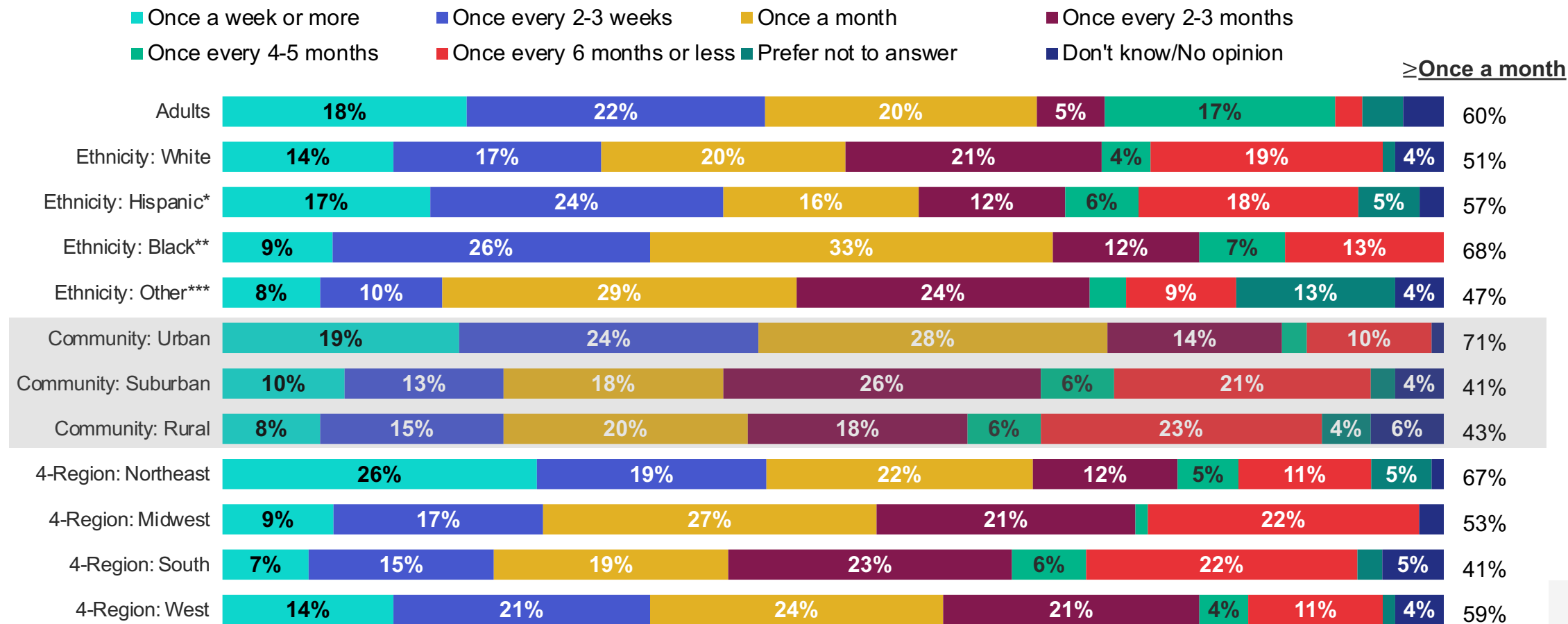
\*Caution: small n size (n=44)

CURRENT TREATMENT

Urban adults (71%) are more likely than suburban (41%) and rural (43%) adults to say that they have used telehealth for mental health and/or substance use treatment services once a month or more over the past year.

On average, over the past year, how frequently have you used telehealth for mental health and/or substance use treatment services?

ADULTS WHO HAVE USED TELEHEALTH FOR MENTAL HEALTH/SUBSTANCE USE OVER THE PAST YEAR, n=509



\*Caution: Small n-size (n=45) \*\*Caution: Small n-size (n=40) \*\*\*Caution: Small n-size (n=36)

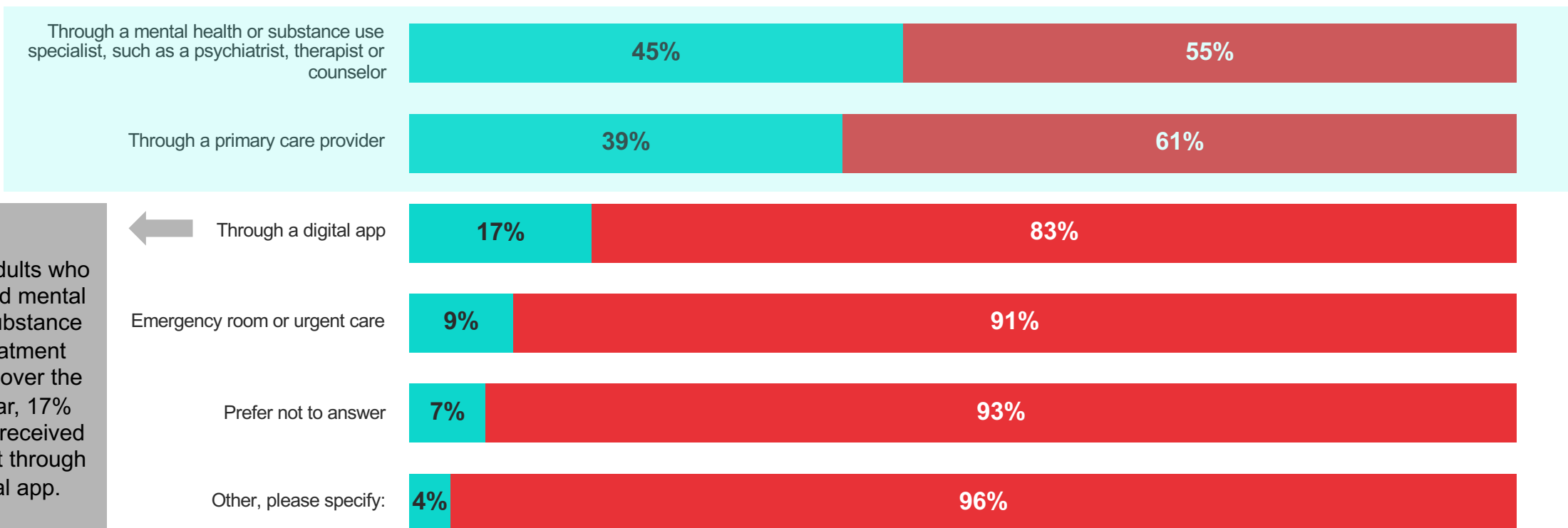
CURRENT TREATMENT

Nearly 40% of adults have received mental health and/or substance use treatment through a primary care provider (39%), and 45% have received treatment through a psychiatrist, therapist, counselor or other specialist.

You mentioned that you used mental health and/or substance use treatment services over the past year, either virtually or in person. If you are comfortable sharing, where did you receive treatment?

ADULTS WHO HAVE USED MENTAL HEALTH/SUBSTANCE USE TREATMENT OVER THE PAST YEAR, n=653

Selected Not Selected



Among adults who have used mental health/substance use treatment services over the past year, 17% say they received treatment through a digital app.

## CURRENT TREATMENT

Urban adults received more of their mental health and/or substance use services from specialists (51%), while rural adults received more of their services from primary care providers (44%).

You mentioned that you used mental health and/or substance use treatment services over the past year, either virtually or in person. If you are comfortable sharing, where did you receive treatment?

### ADULTS WHO HAVE USED MENTAL HEALTH/SUBSTANCE USE TREATMENT OVER THE PAST YEAR, n=653

	All Adults	Utilized Mental Health and/or Substance Use services in the past year		Income			Community Type		
		Adults	In-person	Telehealth	<\$50k	\$50k-\$100k	\$100k+	Urban	Suburban
Through a primary care provider	39%	36%	41%	33%	40%	54%	38%	37%	44%
Through a mental health or substance use specialist, such as a psychiatrist, therapist or counselor	45%	52%	47%	47%	39%	47%	51%	45%	35%
Emergency room or urgent care	9%	11%	9%	8%	11%	11%	17%	3%	8%
Through a digital app	17%	18%	19%	11%	20%	25%	21%	16%	11%
Other, please specify:	4%	4%	3%	5%	4%	0%	2%	5%	5%
Prefer not to answer	7%	4%	6%	7%	7%	6%	8%	7%	5%

## CURRENT TREATMENT

High income (25%) and urban (21%) adults are more likely than low income (11%) and rural (11%) adults to say that they received treatment through a digital app.

You mentioned that you used mental health and/or substance use treatment services over the past year, either virtually or in person. If you are comfortable sharing, where did you receive treatment?

### ADULTS WHO HAVE USED MENTAL HEALTH/SUBSTANCE USE TREATMENT OVER THE PAST YEAR, n=653

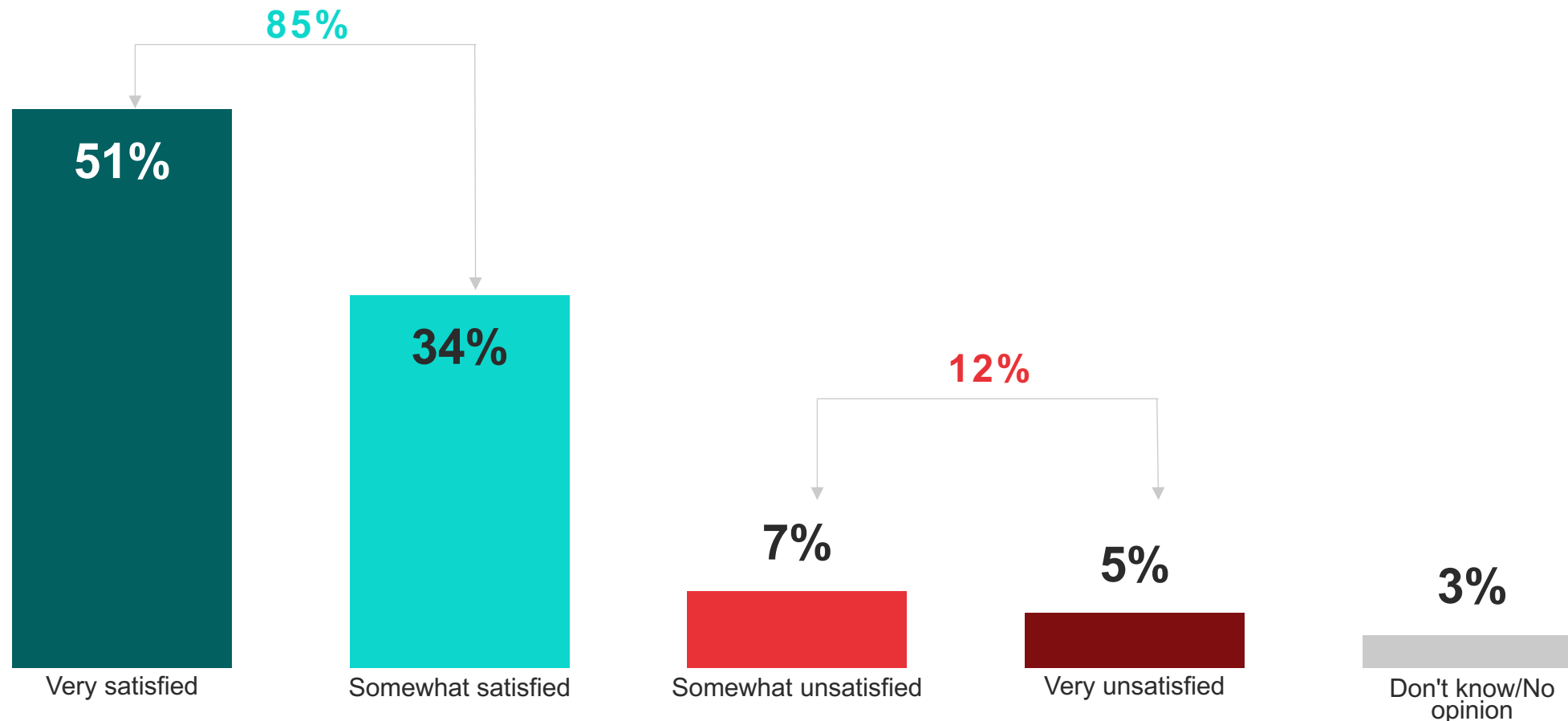
	All Adults	Utilized Mental Health and/or Substance Use services in the past year		Income			Community Type		
		Adults	In-person	Telehealth	<\$50k	\$50k-\$100k	\$100k+	Urban	Suburban
Through a primary care provider	39%	36%	41%	33%	40%	54%	38%	37%	44%
Through a mental health or substance use specialist, such as a psychiatrist, therapist or counselor	45%	52%	47%	47%	39%	47%	51%	45%	35%
Emergency room or urgent care	9%	11%	9%	8%	11%	11%	17%	3%	8%
Through a digital app	17%	18%	19%	11%	20%	25%	21%	16%	11%
Other, please specify:	4%	4%	3%	5%	4%	0%	2%	5%	5%
Prefer not to answer	7%	4%	6%	7%	7%	6%	8%	7%	5%

CURRENT TREATMENT

Among adults who have used mental health and/or substance use treatment services over the past year, a large majority (85%) say they were satisfied, including 51% that say they were *very satisfied*.

And, how satisfied or unsatisfied were you with the mental health and/or substance use treatment services you received?

ADULTS WHO HAVE USED MENTAL HEALTH/SUBSTANCE USE TREATMENT OVER THE PAST YEAR, n=653

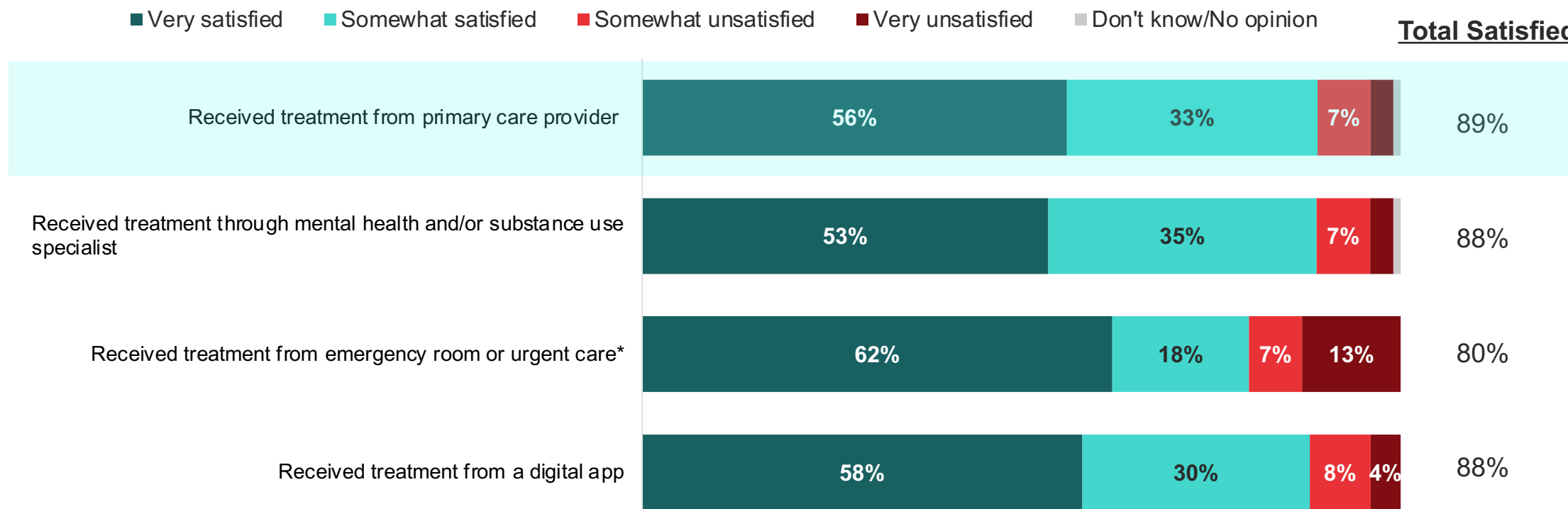


CURRENT TREATMENT

A majority of adults who have used mental health and/or substance use treatment over the past year were satisfied with the treatment they received in all tested settings, especially those that received treatment from a primary care provider (89%).

And, how satisfied or unsatisfied were you with the mental health and/or substance use treatment services you received?

ADULTS WHO HAVE USED MENTAL HEALTH/SUBSTANCE USE TREATMENT OVER THE PAST YEAR, n=653



\*Caution: small n size (n=61)

AGENDA

CURRENT TREATMENT

BARRIERS TO RECEIVING TREATMENT

PREFERENCES FOR TREATMENT

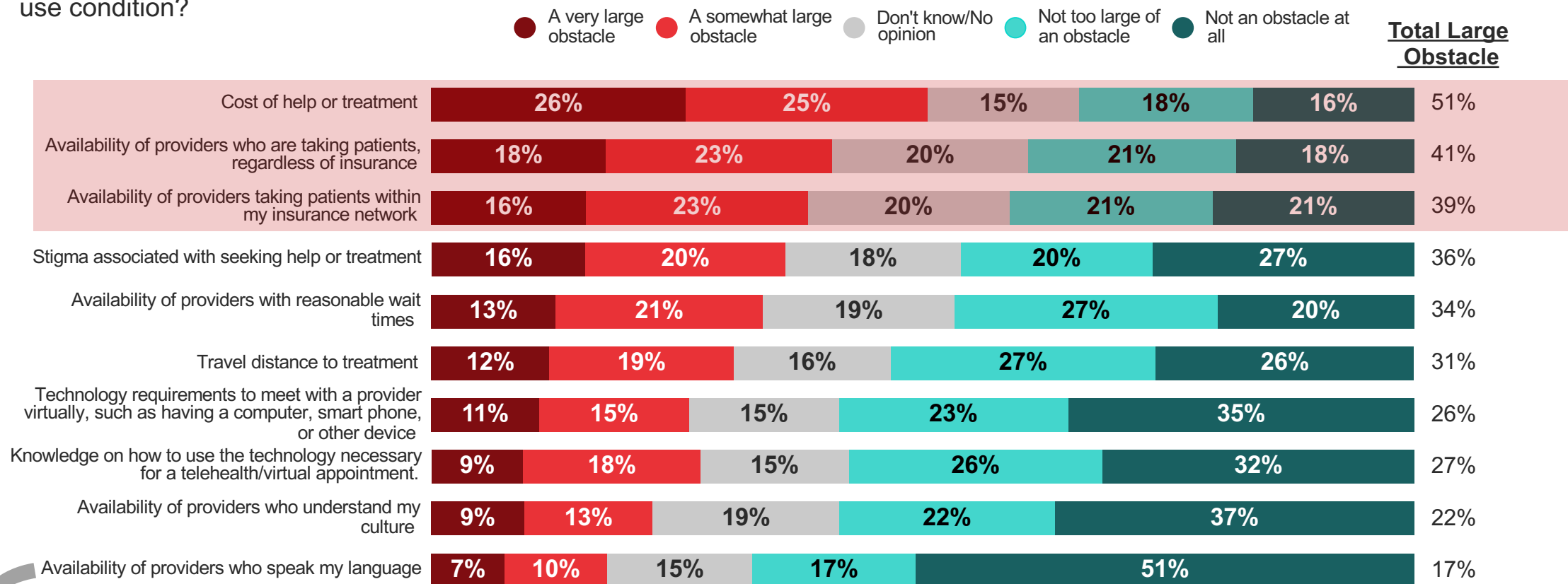




**BARRIERS TO RECEIVING TREATMENT**

Adults are most likely to say cost of help or treatment (51%), availability of providers who are taking patients regardless of insurance (41%), and availability of providers taking patients within their insurance network (39%) are large obstacles to seeking help, treatment or counseling.

Some say the following are obstacles to seeking help or treatment for a mental health and/or substance use condition. In your opinion, how large of an obstacle, if at all, is each of the following to getting help, treatment or counseling for a mental health and/or substance use condition?



Though considered *very important*, availability of providers who speak their language is not a large obstacle to seeking help or treatment for mental health and/or substance use condition for a majority (68%) of adults.

## BARRIERS TO RECEIVING TREATMENT

Adults ages 18-34 (43%) are more likely than other age groups to say that the stigma associated with seeking help or treatment is a large obstacle to getting help, treatment, or counseling.

In your opinion, how large of an obstacle, if at all, is each of the following to getting help, treatment or counseling for a mental health and/or substance use condition?\*

	All adults	Age				Ethnicity			
Obstacles	Adults	18-34	35-44	45-64	65+	White	Hispanic	Black	Other
Cost of help or treatment	51%	56%	51%	47%	48%	50%	50%	46%	56%
Stigma associated with seeking help or treatment	36%	43%	38%	29%	35%	35%	39%	41%	40%
Availability of providers taking patients within my insurance network	39%	43%	44%	32%	36%	39%	41%	39%	39%
Availability of providers with reasonable wait times	34%	35%	45%	27%	34%	34%	32%	32%	32%
Availability of providers who are taking patients, regardless of insurance	41%	45%	46%	36%	40%	40%	46%	41%	45%
Travel distance to treatment	31%	35%	34%	25%	32%	30%	30%	35%	33%
Availability of providers who understand my culture	22%	31%	24%	15%	21%	20%	31%	34%	31%
Availability of providers who speak my language	17%	27%	21%	11%	14%	17%	24%	22%	20%
Technology requirements to meet with a provider virtually, such as having a computer, smart phone, or other device	26%	32%	26%	21%	28%	26%	29%	29%	27%
Knowledge on how to use the technology necessary for a telehealth/virtual appointment.	27%	33%	26%	21%	30%	27%	29%	31%	28%

\*percentages reflect total large obstacle (somewhat + very large obstacle)

## BARRIERS TO RECEIVING TREATMENT

High income seniors (44%) are more likely than middle (38%) and low income (32%) seniors to say the stigma associated with seeking help or treatment is a large obstacle to getting help, treatment or counseling.

In your opinion, how large of an obstacle, if at all, is each of the following to getting help, treatment or counseling for a mental health and/or substance use condition?\*

	All adults	Income			Region			
Obstacles	Adults	<\$50k	\$50k-\$100k	\$100k+	Northeast	Midwest	South	West
Cost of help or treatment	51%	50%	50%	53%	48%	53%	50%	50%
Stigma associated with seeking help or treatment	36%	32%	38%	44%	35%	39%	33%	37%
Availability of providers taking patients within my insurance network	39%	37%	38%	42%	39%	37%	36%	43%
Availability of providers with reasonable wait times	34%	30%	37%	39%	42%	33%	29%	36%
Availability of providers who are taking patients, regardless of insurance	41%	40%	39%	46%	42%	39%	40%	43%
Travel distance to treatment	31%	31%	28%	34%	32%	34%	28%	30%
Availability of providers who understand my culture	22%	21%	23%	26%	23%	19%	24%	23%
Availability of providers who speak my language	17%	16%	18%	22%	21%	15%	17%	19%
Technology requirements to meet with a provider virtually, such as having a computer, smart phone, or other device	26%	26%	25%	31%	26%	27%	26%	28%
Knowledge on how to use the technology necessary for a telehealth/virtual appointment.	27%	26%	27%	33%	30%	29%	26%	27%

\*percentages reflect total large obstacle (somewhat + very large obstacle)

## BARRIERS TO RECEIVING TREATMENT

Urban adults (41%) are more likely than suburban (35%) and rural (33%) adults to say that the stigma associated with seeking help or treatment is a large obstacle to getting help, treatment or counseling.

In your opinion, how large of an obstacle, if at all, is each of the following to getting help, treatment or counseling for a mental health and/or substance use condition?\*

	All adults	Community Type		
<i>Obstacles</i>	<u>Adults</u>	<u>Urban</u>	<u>Suburban</u>	<u>Rural</u>
Cost of help or treatment	51%	52%	50%	50%
Stigma associated with seeking help or treatment	36%	41%	35%	33%
Availability of providers taking patients within my insurance network	39%	41%	36%	39%
Availability of providers with reasonable wait times	34%	38%	33%	32%
Availability of providers who are taking patients, regardless of insurance	41%	42%	41%	41%
Travel distance to treatment	31%	36%	26%	33%
Availability of providers who understand my culture	22%	28%	20%	20%
Availability of providers who speak my language	17%	26%	15%	15%
Technology requirements to meet with a provider virtually, such as having a computer, smart phone, or other device	26%	29%	25%	25%
Knowledge on how to use the technology necessary for a telehealth/virtual appointment.	27%	32%	25%	27%

\*percentages reflect total large obstacle (somewhat + very large obstacle)

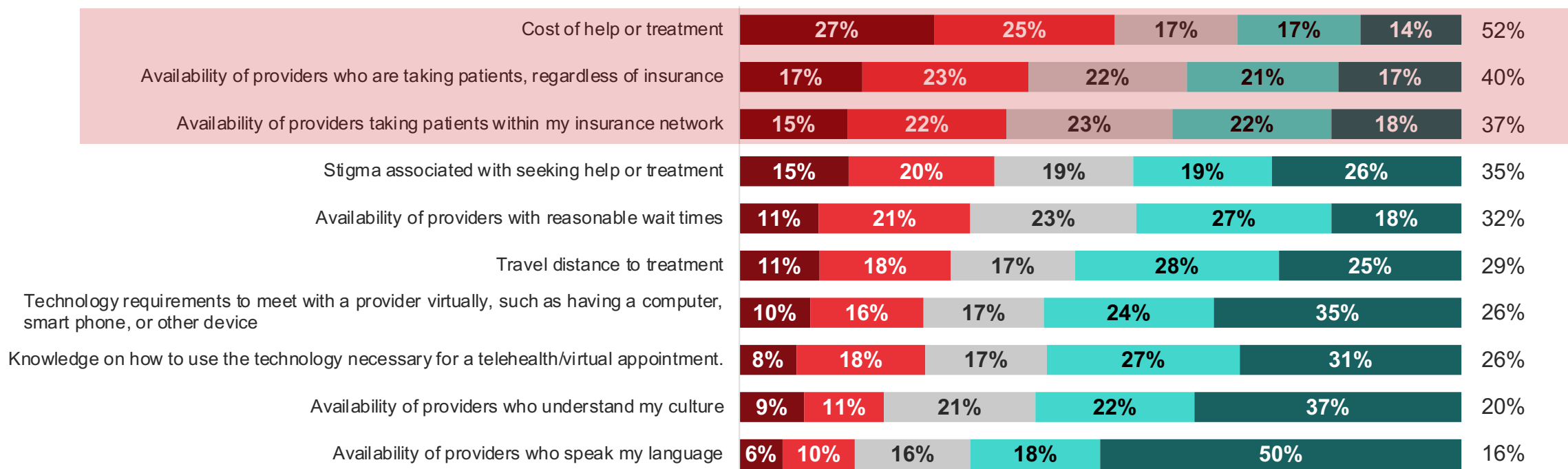
**BARRIERS TO RECEIVING TREATMENT**

Adults who have not used mental health/substance use treatment over the past year are most likely to say cost of help or treatment (52%), availability of providers who are taking patients regardless of insurance (40%), and availability of providers taking patients within their insurance network (37%) are large obstacles to seeking help, treatment or counseling.

Some say the following are obstacles to seeking help or treatment for a mental health and/or substance use condition. In your opinion, how large of an obstacle, if at all, is each of the following to getting help, treatment or counseling for a mental health and/or substance use condition?

**ADULTS WHO HAVE NOT USED MENTAL HEALTH/SUBSTANCE USE TREATMENT OVER THE PAST YEAR, n=1617**

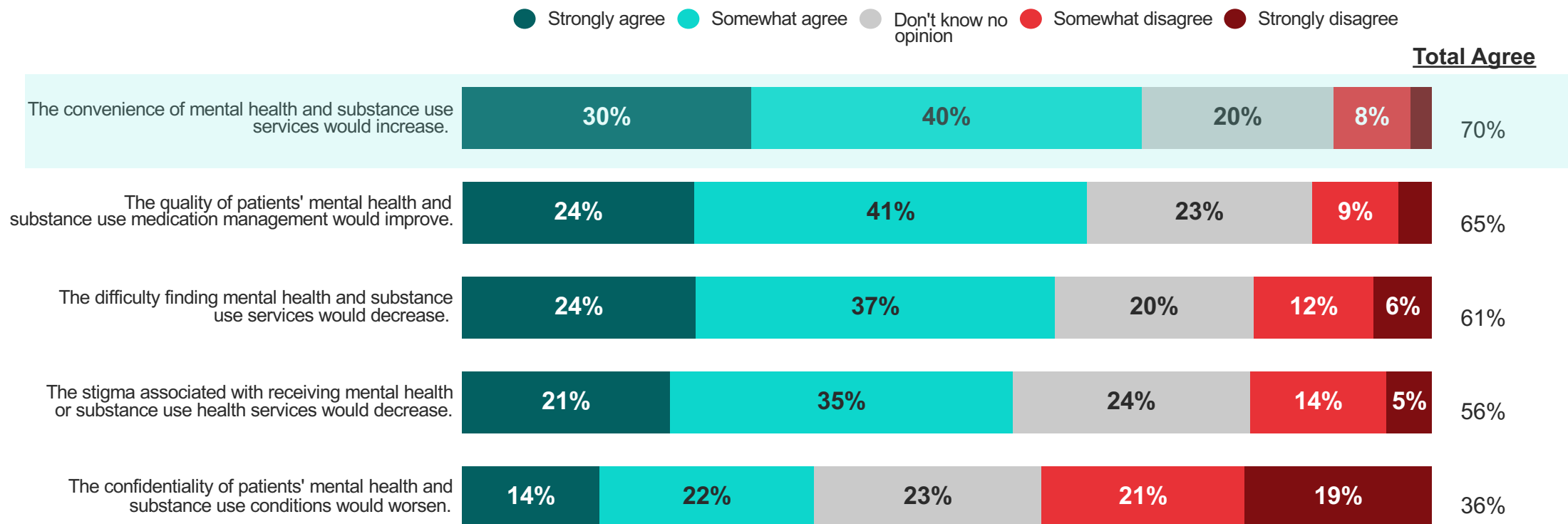
■ A very large obstacle 
 ■ A somewhat large obstacle 
 ■ Don't know/No opinion 
 ■ Not too large of an obstacle 
 ■ Not an obstacle at all 
 Total Large Obstacle



BARRIERS TO RECEIVING TREATMENT

Thinking about mental health and/or substance use treatment services being integrated into primary care doctor's offices, 70% of adults agree that the convenience of mental health and substance use services would increase.

Thinking about mental health and/or substance use treatment services being integrated into primary care doctor's offices, based on what you know, do you agree or disagree with the following statements? If mental health and/or substance use treatment services were incorporated into my primary care doctor's offices.



AGENDA

CURRENT TREATMENT

BARRIERS TO RECEIVING TREATMENT

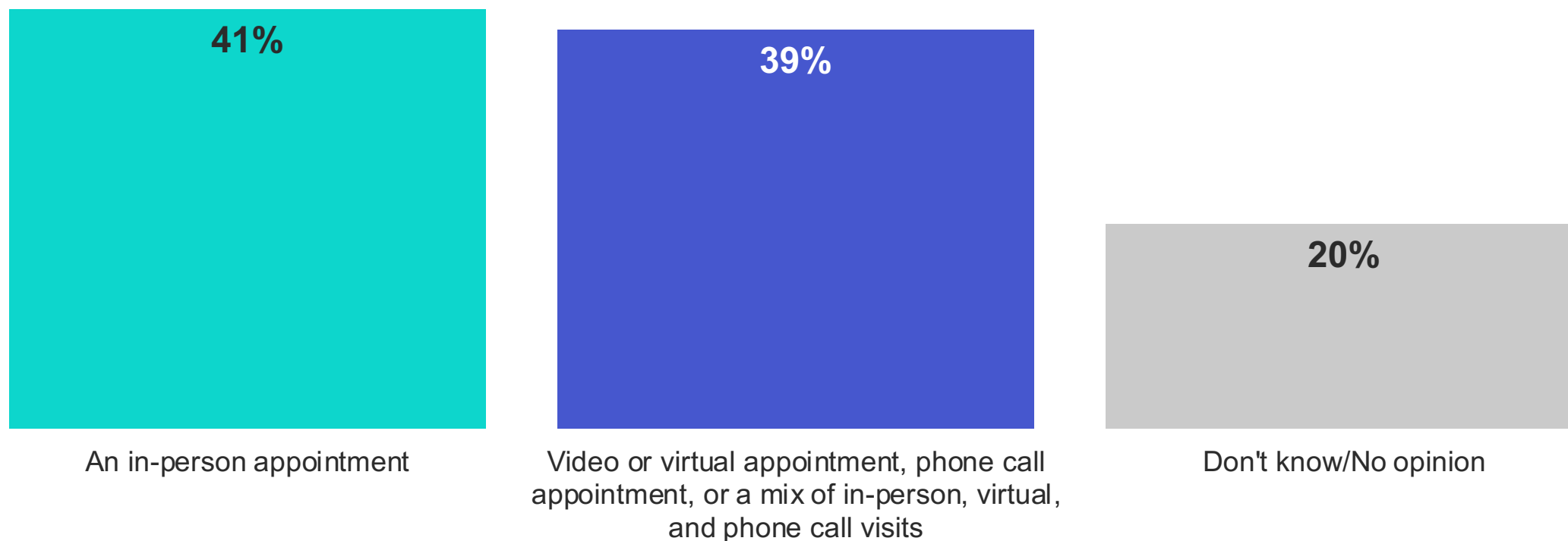
PREFERENCES FOR TREATMENT



## PREFERENCES FOR TREATMENT

Adults are divided on whether they prefer an in-person appointment format (41%) for future mental health and/or substance use treatment services, or a virtual, phone call or mixed format (39%).

If all options were available, which of the following appointment formats would you prefer for future mental health and/or substance use treatment services?



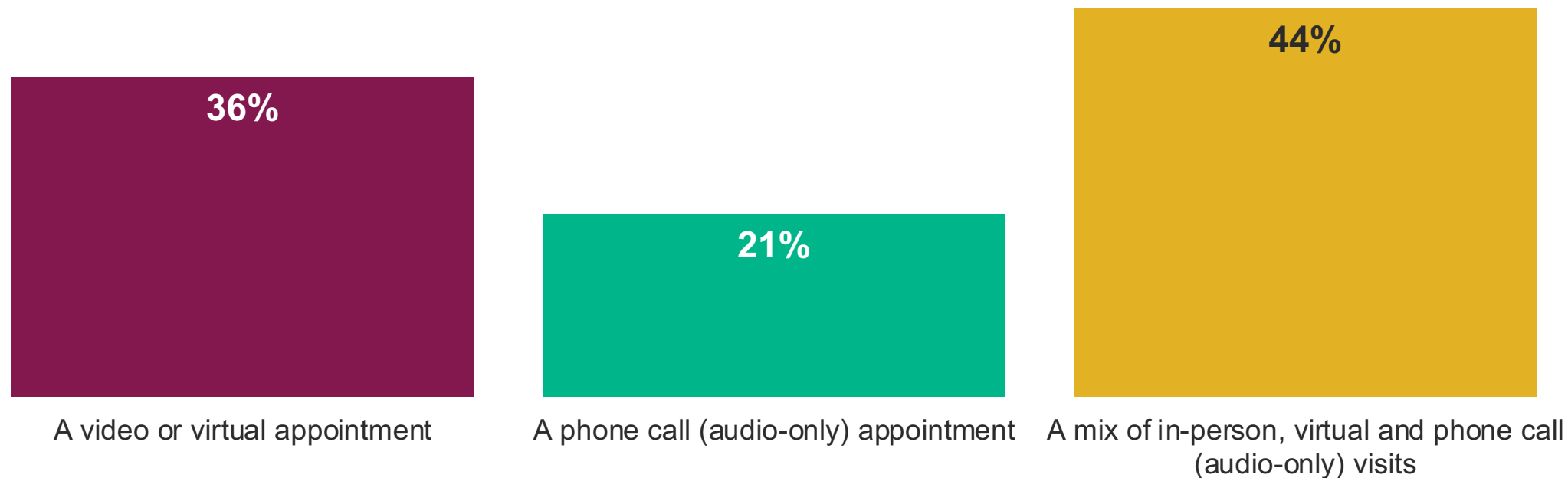


## PREFERENCES FOR TREATMENT

Among adults who say they prefer virtual, phone call, or mixed format, 44% say they prefer a mix of in person, virtual, and phone call (audio-only) visits.

## ADULTS WHO SAY THEY PREFER A VIRTUAL, PHONE CALL, OR MIXED FORMAT n=858

If all options were available, which of the following appointment formats would you prefer for future mental health and/or substance use treatment services?



## PREFERENCES FOR TREATMENT

Adults 65+ are more likely than younger adults to prefer in-person appointments for future mental health and/or substance use treatment services; younger adults are more likely than adults 65+ to say they prefer a video or hybrid appointment format.

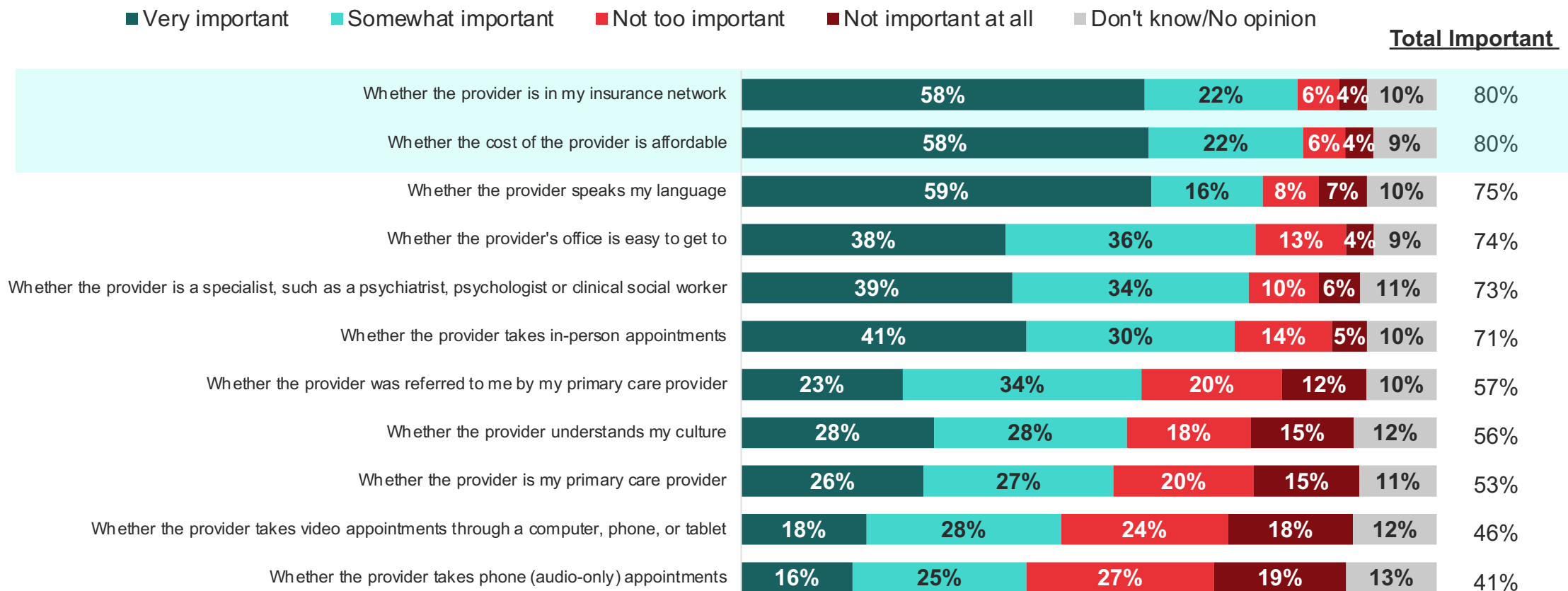
If all options were available, which of the following appointment formats would you prefer for future mental health and/or substance use treatment services?

	All Adults	Utilized Mental Health and/or Substance Use services in the past year		Age				Community Type		
	Adults	In-person	Telehealth	18-34	35-44	45-64	65+	Urban	Suburban	Rural
An in-person appointment	41%	44%	38%	39%	31%	39%	55%	41%	42%	40%
A video or virtual appointment	14%	22%	24%	15%	20%	15%	7%	15%	15%	11%
A phone call (audio-only) appointment	8%	12%	14%	10%	8%	9%	4%	11%	6%	7%
A mix of in-person, virtual and phone call (audio-only) appointments	17%	20%	21%	19%	20%	17%	12%	16%	17%	19%
Don't know/No opinion	20%	2%	3%	17%	21%	21%	22%	17%	21%	22%

PREFERENCES FOR TREATMENT

Thinking about if they were seeking mental health or substance use treatment, a majority of adults say whether the cost of the provider is affordable (80%) and whether the provider is in their insurance network (80%) are both important considerations.

Thinking about if you were seeking mental health or substance use treatment, how important, if at all, are each of the following considerations to you when identifying a mental health and/or substance use provider to provide care?



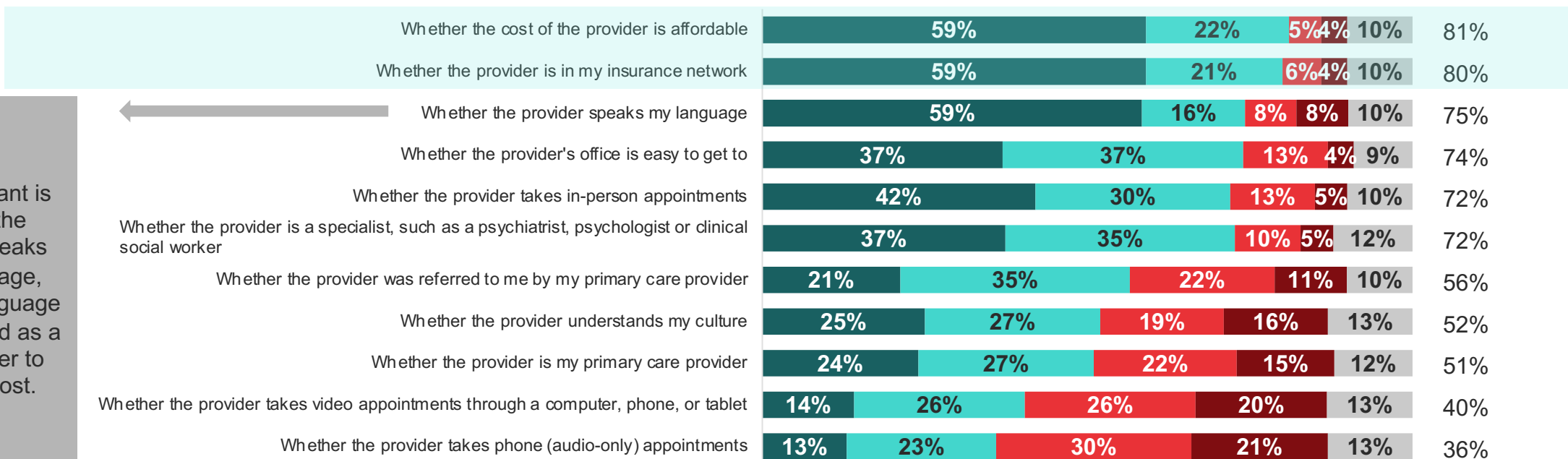
PREFERENCES FOR TREATMENT

Of the tested options, adults who have not used mental health and/or substance use treatment over the past year are most likely to say whether the cost of the provider is affordable (81%) and whether the provider is in their insurance network (80%) are important considerations.

Thinking about if you were seeking mental health or substance use treatment, how important, if at all, are each of the following considerations to you when identifying a mental health and/or substance use provider to provide care?

ADULTS WHO HAVE NOT USED MENTAL HEALTH/SUBSTANCE USE TREATMENT OVER THE PAST YEAR, n=1617

■ Very important ■ Somewhat important ■ Not too important ■ Not important at all ■ Don't know/No opinion **Total Important**



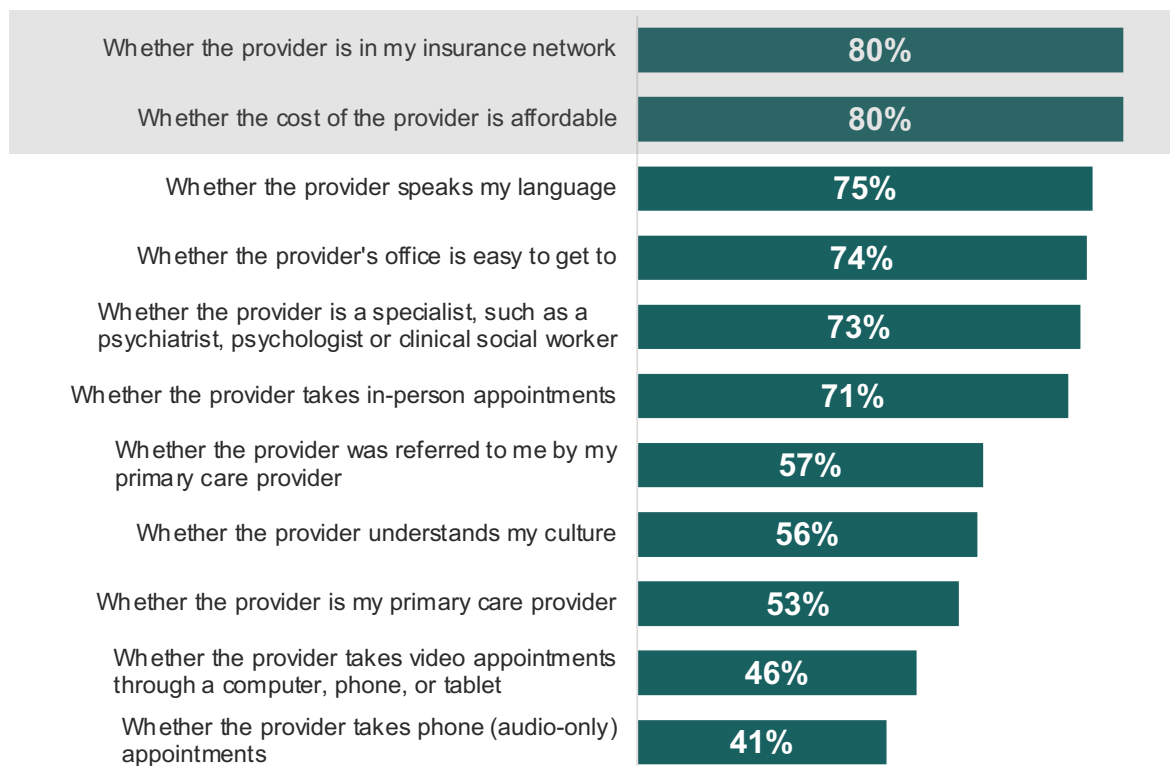
Also important is whether the provider speaks their language, although language was not listed as a major barrier to care for most.

## PREFERENCES FOR TREATMENT

Cost of help or treatment and availability of providers being within their insurance networks are the most important factors *and* the largest obstacles to finding a mental health and/or substance use provider.

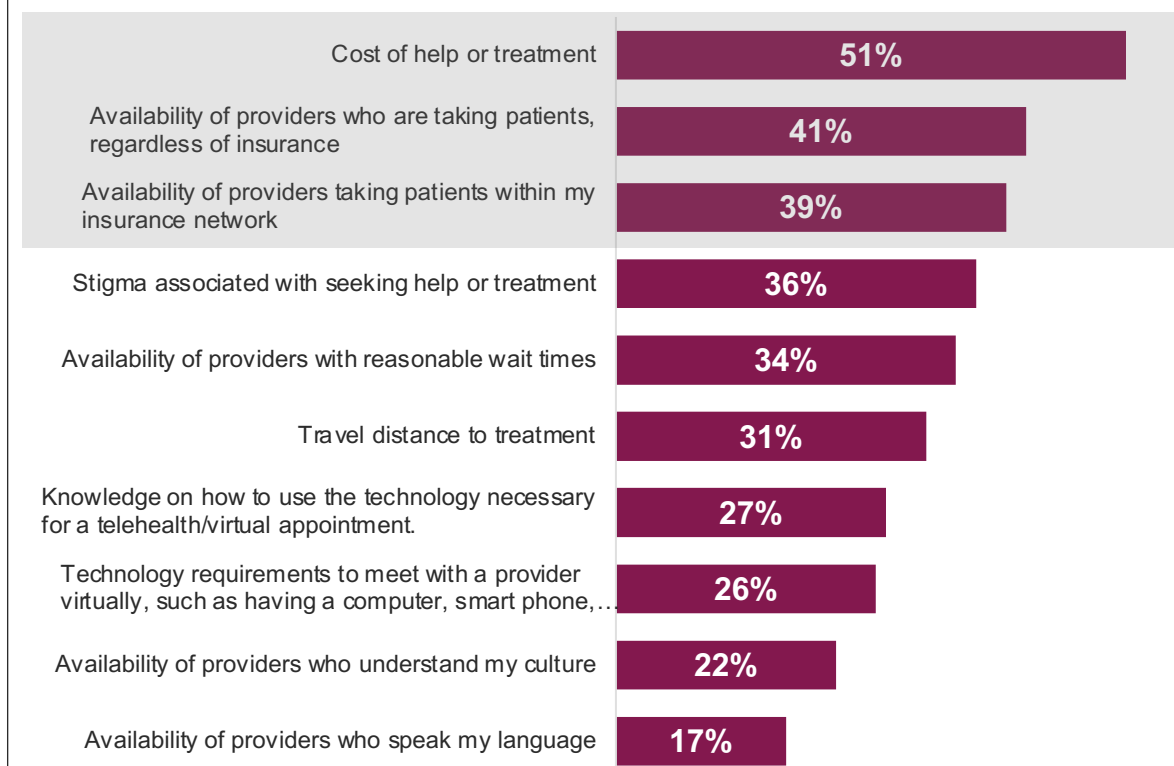
Thinking about if you were seeking mental health or substance use treatment, how important, if at all, are each of the following considerations to you when identifying a mental health and/or substance use provider to provide care?

### Total Important



Some say the following are obstacles to seeking help or treatment for a mental health and/or substance use condition. In your opinion, how large of an obstacle, if at all, is each of the following to getting help, treatment or counseling for a mental health and/or substance use condition?

### Total Large Obstacle





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