Consumers with low healthcare system literacy may struggle to make key decisions.

- What coverage is best for me?
- How much will my insurance cost?
- Should I go to the doctor?
- Which doctor can I see?
- How much will I have to pay?
- Is the service covered?
- What is the fastest way to get an appointment?
- Do I need someone to approve my care?
- What does my doctor bill mean?
- Should I go where my doctor sends me?