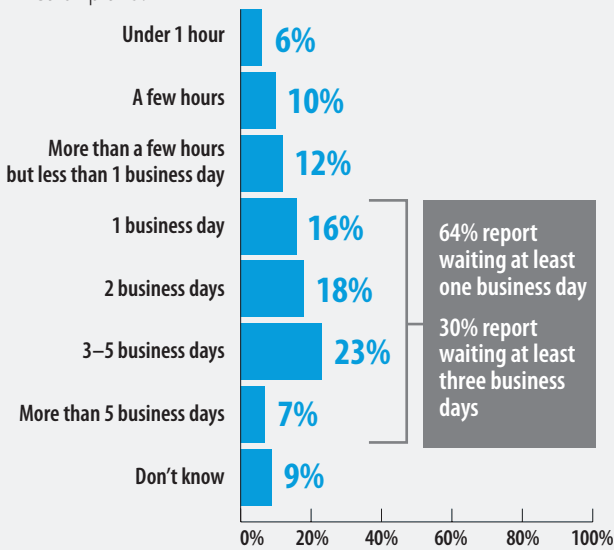


# 2017 AMA Prior Authorization Physician Survey

## PATIENT IMPACT

### Average wait time for PA responses

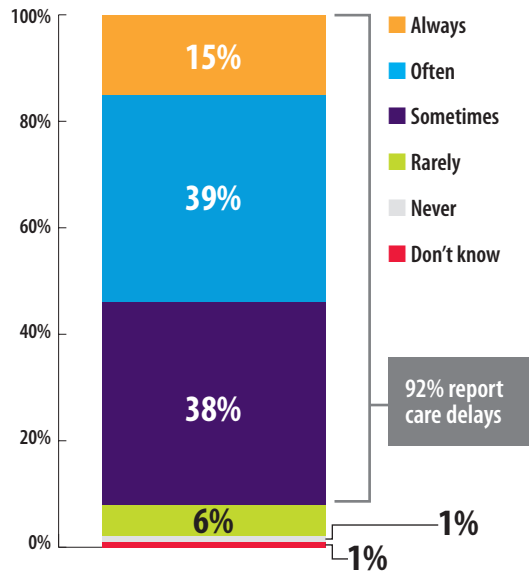
**Q:** In the last week, how long on average did you and your staff need to wait for a **prior authorization (PA)** decision from health plans?



Total does not equal 100% due to rounding.

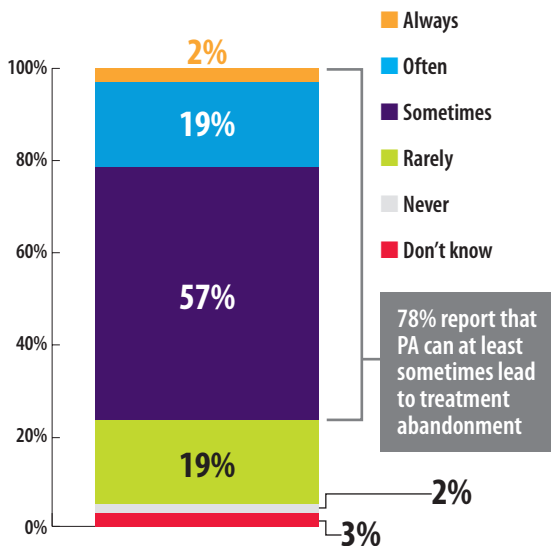
### Care delays associated with PA

**Q:** For those patients whose treatment requires PA, how often does this process delay access to necessary care?



### Abandoned treatment associated with PA

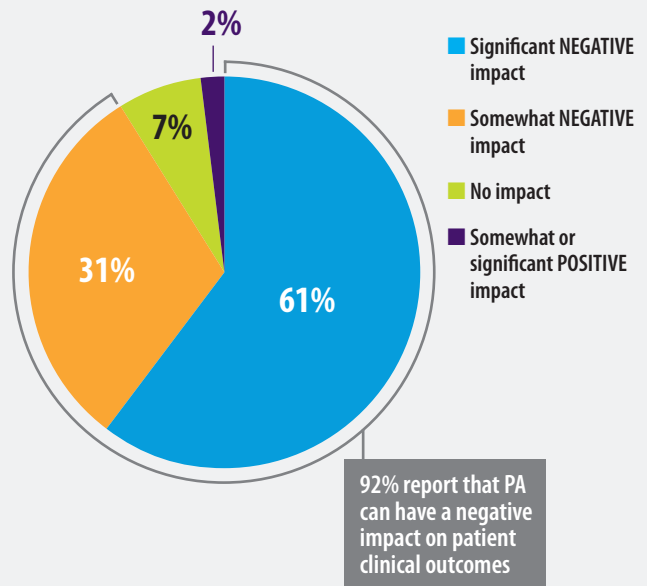
**Q:** For those patients whose treatment requires PA, how often do issues related to this process lead to patients abandoning their recommended course of treatment?



Total does not equal 100% due to rounding.

### Impact of PA on clinical outcomes

**Q:** For those patients whose treatment requires PA, what is your perception of the overall impact of this process on patient clinical outcomes?

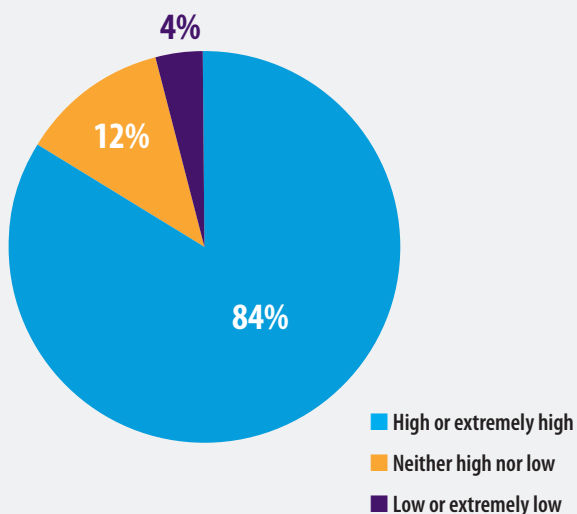


Total does not equal 100% due to rounding.

# PHYSICIAN IMPACT

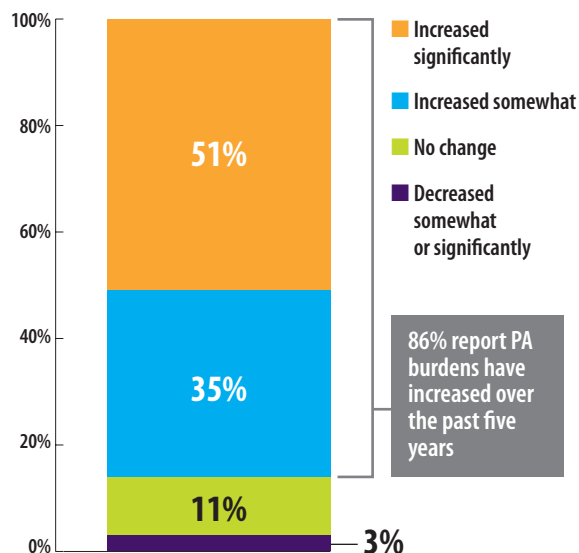
## Physician perspective on PA burdens

**Q:** How would you describe the burden associated with PA for the physicians and staff in your practice?



## Change in PA burden over last five years

**Q:** How has the burden associated with PA changed over the last five years for the physicians and staff in your practice?



## Additional PA practice burden findings

Issue	Survey result
<b>Volume</b>	13.9 average prescription PAs per week + 15.1 average medical services PAs per week <b>29.1 average total PAs per physician per week*</b>
<b>Time</b>	Average of <b>14.6 hours</b> (approximately two business days) spent each week by the physician/staff to complete this PA workload
<b>Practice resources</b>	<b>34%</b> of physicians have staff who work exclusively on PA
<b>Repetition</b>	<b>79%</b> of physicians are <b>sometimes, often or always</b> required to repeat PAs for prescription medications when a patient is stabilized on a treatment regimen for a chronic condition

\* Total PAs per week rounded after combining prescription and medical services PAs.

### Survey questions

**Volume:** Please provide your best estimate of the number of prescription and medical services PAs completed by *you yourself and/or your staff* for your patients *in the last week*. Do not include PAs that practice staff completed for the patients of other physicians in your practice.

**Time:** Thinking about all of the PAs you and your staff completed in the last week, please provide your best estimate of the number of hours spent on processing these PAs. Do not include PAs that practice staff completed for the patients of other physicians in your practice.

**Practice resources:** Do you have staff members in your practice who work exclusively on PA?

**Repetition:** How often are you required to repeat PAs for prescription medications when a patient is stabilized on a treatment for a chronic condition?

## Survey methodology

- 27-question, web-based survey administered in Dec. 2017
- Sample of 1000 practicing physicians drawn from M3 panel
- 40% primary care physicians/60% specialists
- Sample screened to ensure that all participating physicians:
  - Are currently practicing in the U.S.
  - Provide 20 or more hours of patient care per week
  - Complete PAs during a typical week of practice

**For information on the AMA's advocacy efforts and resources to reduce PA burdens, please visit [ama-assn.org/prior-auth](http://ama-assn.org/prior-auth).**