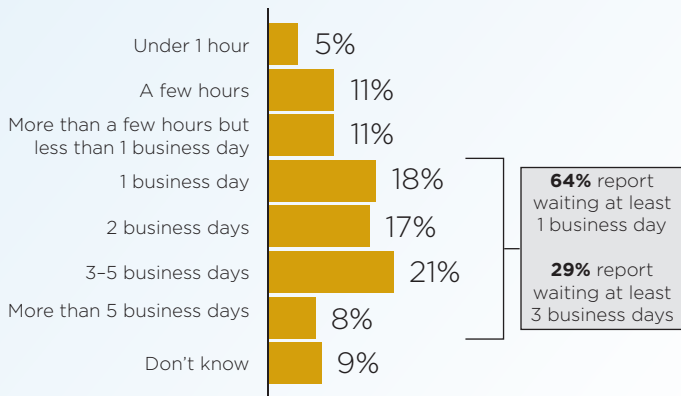


Patient impact

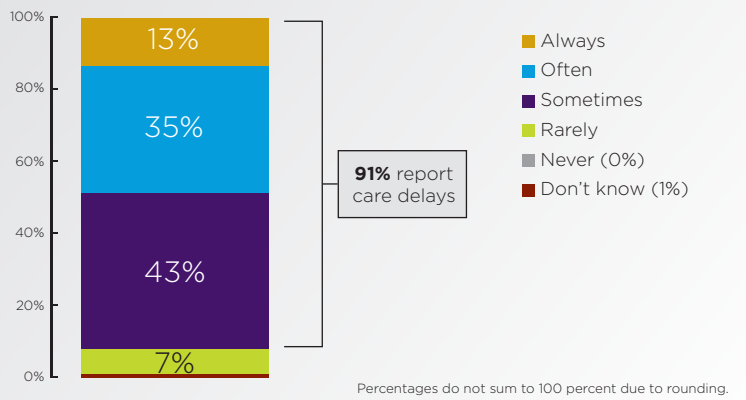
Average wait time for PA responses

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



Care delays associated with PA

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



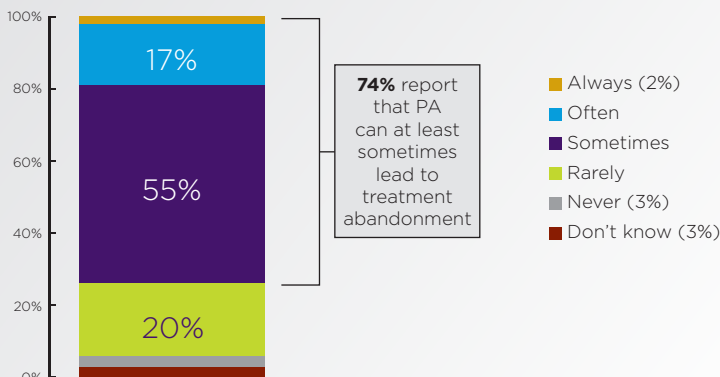
PA and patient harm¹

24% of physicians report that PA has led to a serious adverse event for a patient in their care.

16% of physicians say that PA has led to a patient's hospitalization.

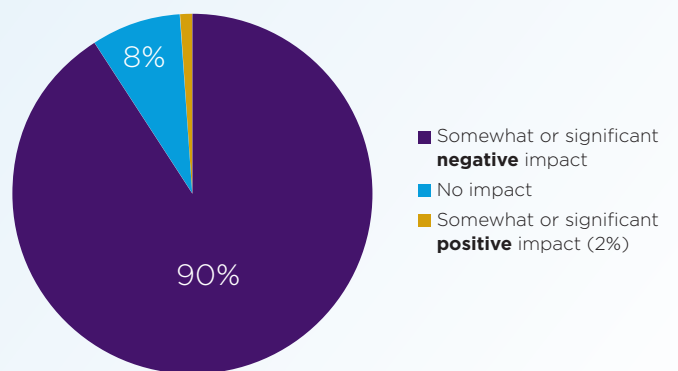
Abandoned treatment associated with PA

Q: How often do issues related to the PA process lead to patients abandoning their recommended course of treatment?



Impact of PA on clinical outcomes

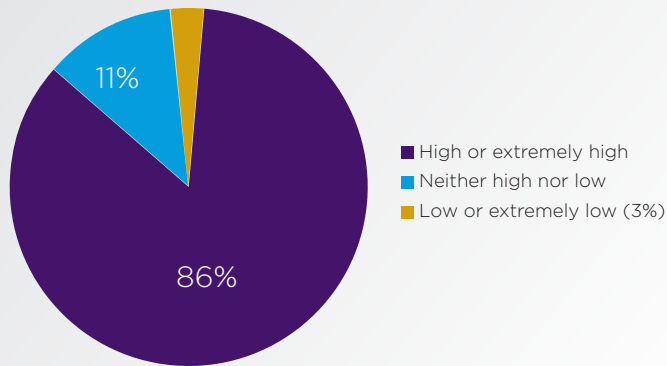
Q: For those patients whose treatment requires PA, what is your perception of the overall impact of this process on patient clinical outcomes?



Physician impact

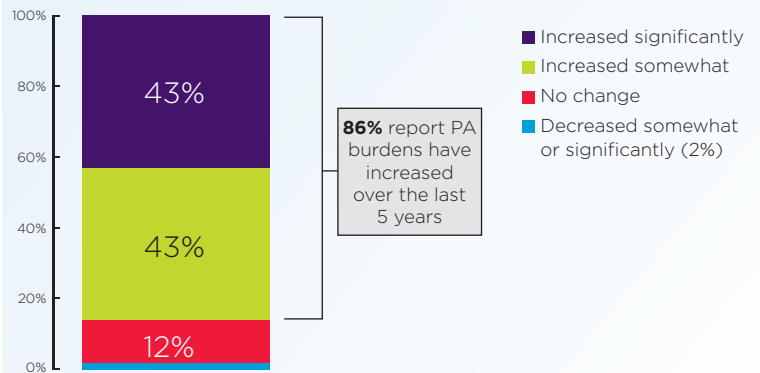
Physician perspective on PA burdens

Q: How would you describe the burden associated with PA in your practice?



Change in PA burden over the last five years

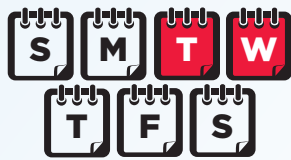
Q: How has the burden associated with PA changed over the last five years in your practice?



On average, practices complete

33
PAs per physician, per week²

Physicians and their staff spend an average of almost



two business days (14.4 hours) each week completing PAs⁵



Almost one-third
30%
of physicians have staff who work exclusively on PA⁴

Survey methodology

- Thirty-one question, web-based survey administered in December 2019
- Sample of 1,000 practicing physicians drawn from M3 panel
- Forty percent primary care physicians/ 60% specialists
- Sample screened to ensure that all participating physicians:
 - Are currently practicing in the United States
 - Provide 20+ hours of patient care per week
 - Complete PAs during a typical week of practice

Survey questions

- 1. Serious adverse events:** In your experience, has the PA process ever affected care delivery and led to a serious adverse event (e.g., death, hospitalization, disability/permanent bodily damage or other life-threatening event) for a patient in your care?
- 2. Number of PAs:** 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.
- 3. Time to complete PAs:** 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.
- 4. Practice resources for PA workload:** Do you have staff members in your practice who work exclusively on PA?

For information on the AMA's advocacy efforts and resources to reduce PA burdens, visit ama-assn.org/prior-auth.

To join the AMA's grassroots PA reform campaign and sign a petition to Congress, visit fixpriorauth.org.

