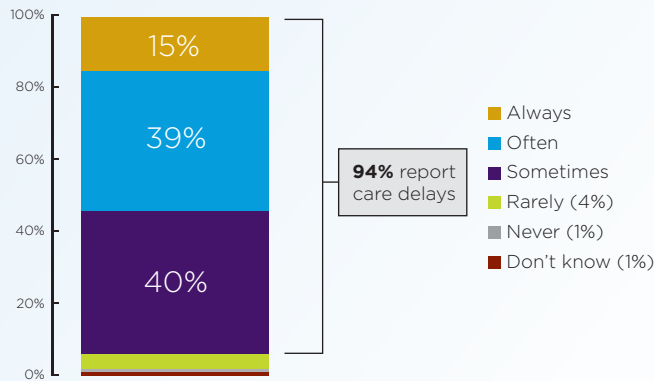


Patient impact

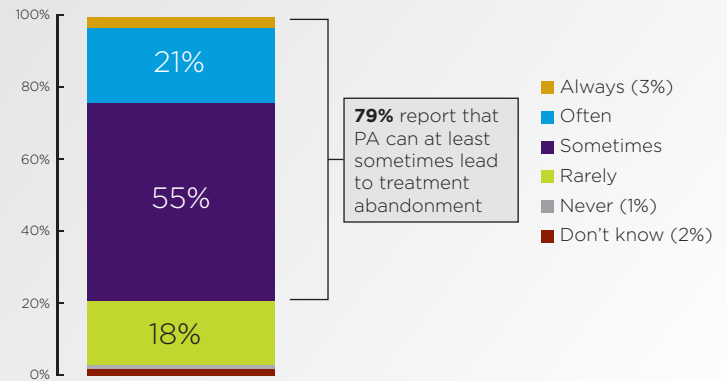
Care delays associated with PA

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



Abandoned treatment associated with PA

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



PA and patient harm



30% of physicians report that PA has led to a serious adverse event for a patient in their care.

(See below, Survey question "A.")

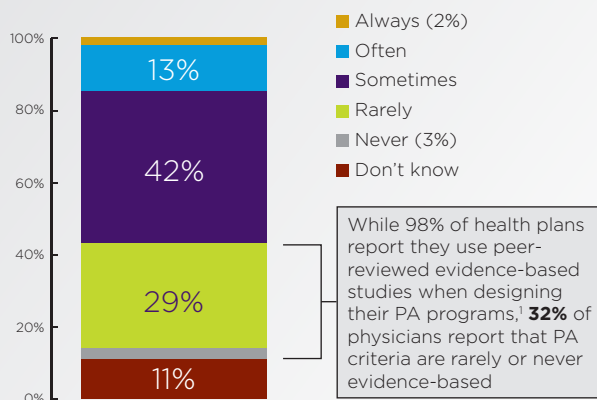
21% of physicians report that PA has led to a patient's hospitalization.

18% of physicians report that PA has led to a life-threatening event or required intervention to prevent permanent impairment or damage.

9% of physicians report that PA has led to a patient's disability/permanent bodily damage, congenital anomaly/birth defect or death.

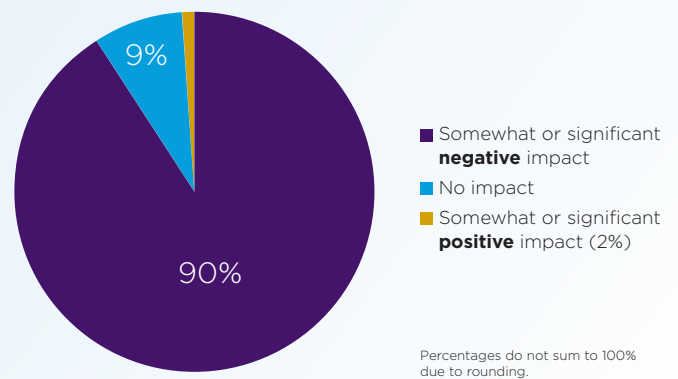
Clinical validity of PA programs

Q: How often are health plans' PA criteria based on evidence-based medicine and/or guidelines from national medical specialty societies?



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

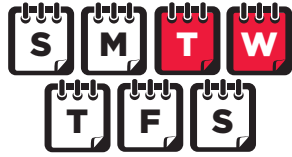
On average, practices complete

40

PAs per physician, per week

(See below, Survey question "B.")

Physicians and their staff spend an average of



two business days (16 hours) each week completing PAs

(See below, Survey question "C.")



Two in five
40%

of physicians have staff who work exclusively on PA

(See below, Survey question "D.")

85%

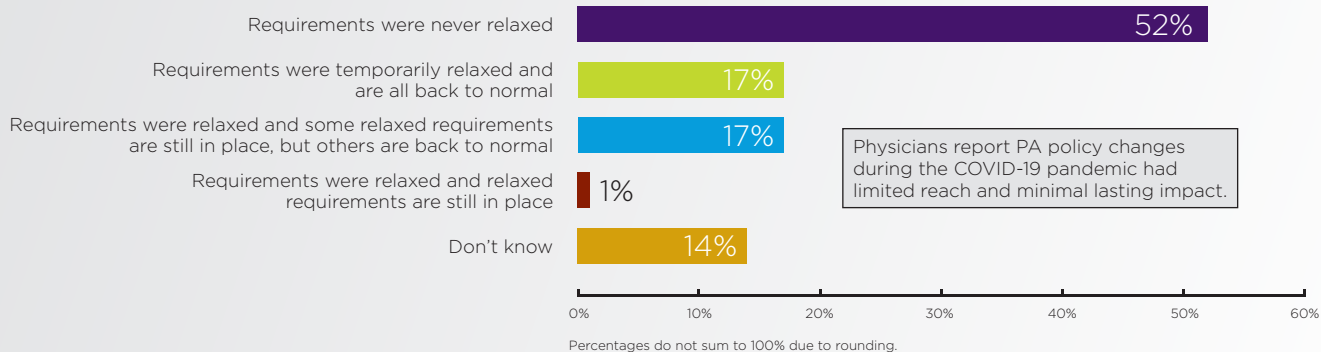
of physicians describe the burden associated with PA as high or extremely high

(See below, Survey question "E.")

COVID-19 backdrop: These PA practice burdens reflect physicians' experiences between 11/23/20 and 12/14/20, when COVID-19 cases were surging in the United States. During this three-week period, daily new cases were consistently above 150,000, with a peak of 248,910 cases reported on 12/11/20—the highest single-day new case total to date.²

PA requirements during COVID-19

Q: In response to the COVID-19 pandemic, some health plans relaxed their PA requirements to reduce burdens on physicians, patients, and the overall health care system. Please select which of the following best reflects your experience with PA requirement relaxation during the COVID-19 public health emergency.



Survey questions

- Serious adverse event:** 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?
- 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.
- 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.
- Practice resources for PA workload:** Do you have staff members in your practice who work exclusively on PA?
- Practice burden:** How would you describe the burden associated with PA in your practice?

Survey methodology

- Thirty-four question, web-based survey administered in December 2020
- Sample of 1000 practicing physicians drawn from M3 panel
- Forty percent (40%) 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

References

1. AHIP Key Results of Industry Survey on Prior Authorization available at: <https://www.ahip.org/wp-content/uploads/Prior-Authorization-Survey-Results.pdf>
2. CDC Data: Number of COVID-19 Cases in the U.S. available at: https://covid.cdc.gov/covid-data-tracker/#trends_dailytrendscases Accessed on 03/29/21

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