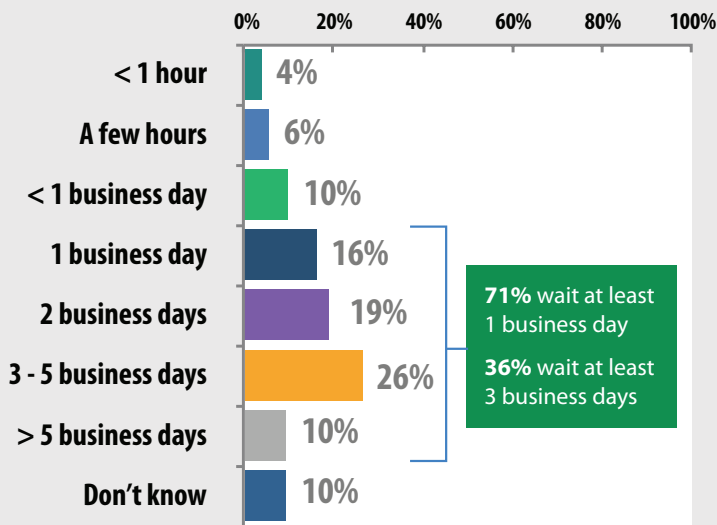


Prior Authorization Survey 2018

PATIENT IMPACT

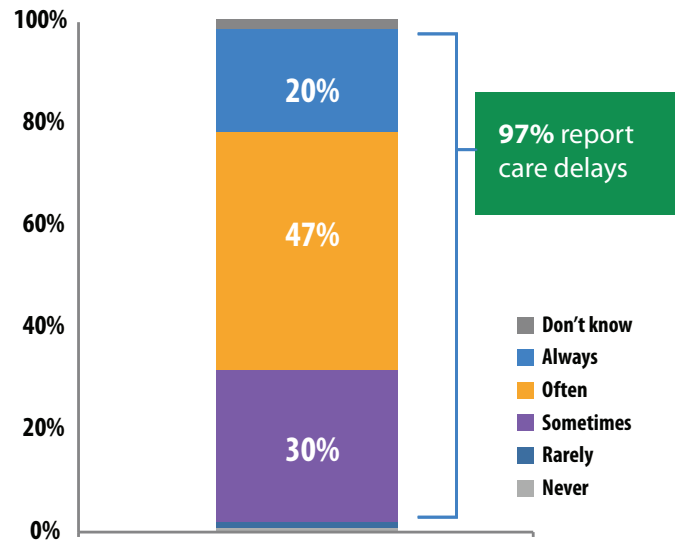
Average wait time for PA responses

Q: How long, on average, do you and your staff wait for a PA decision from health plans?



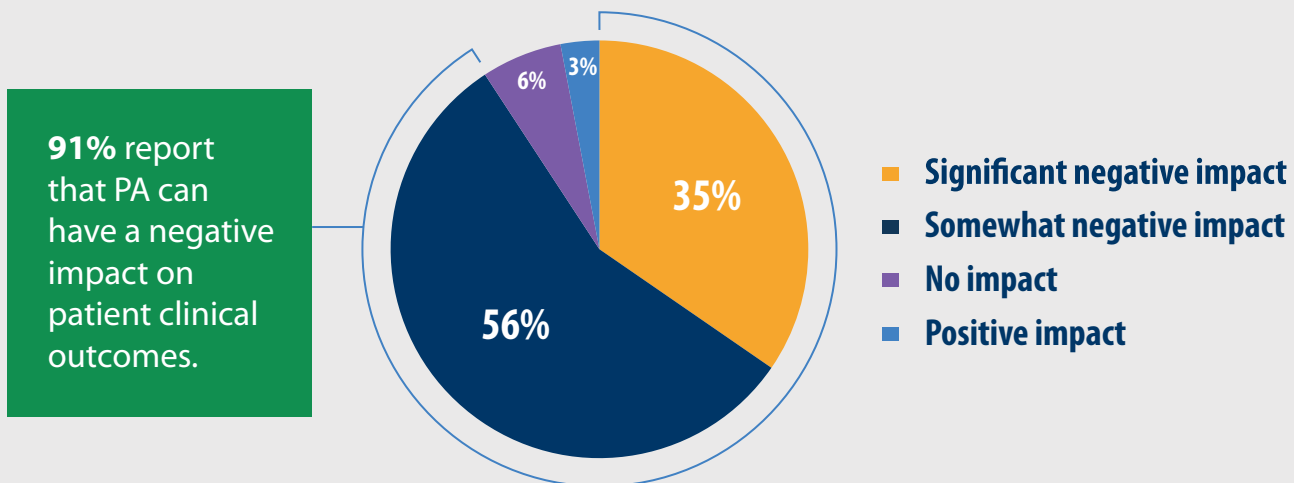
Care delays associated with PA

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



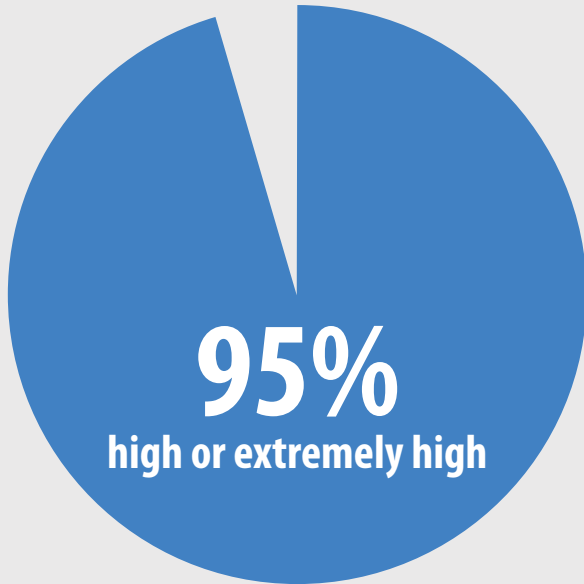
Impact of PA on clinical outcomes

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

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

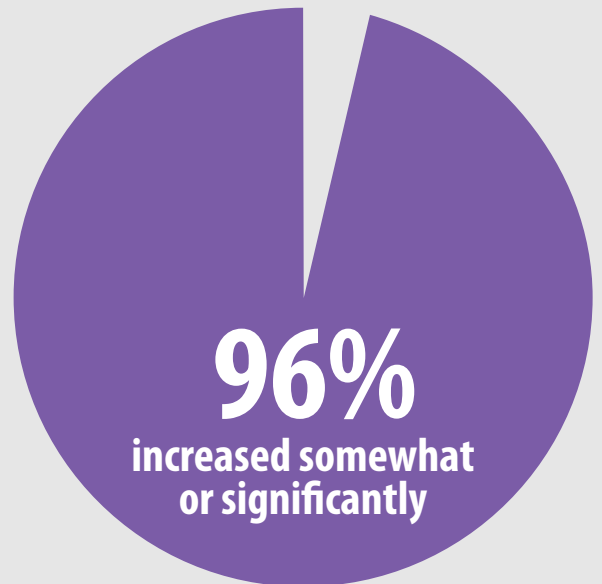


Practice resources committed to PA

39%

39% of physicians have staff who work on exclusively on PA

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



Hours spent on PA each week*



* Physicians and staff time combined.

SURVEY METHODOLOGY

The survey consisted of 18 questions administered in December 2018. This survey represents more than 2700 practicing physicians. Of the respondents, 49% are in primary care specialties, 54% are in specialty care. Respondents were also screened to ensure they represented physicians who currently practice in Kansas, provide 20+ hours of patient care each week and complete PA during a typical week of practice.

