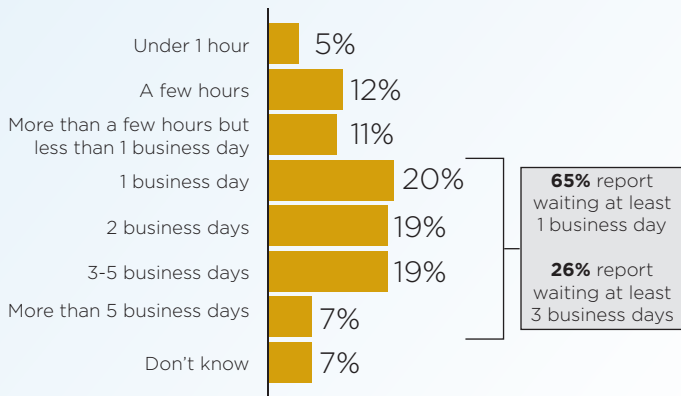


Patient impact

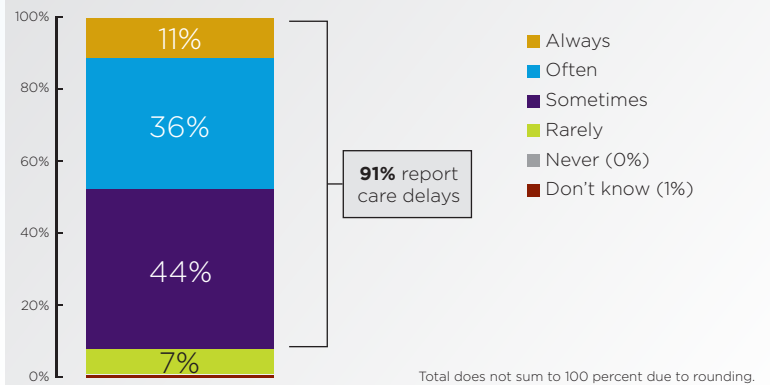
Average wait time for PA responses

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?

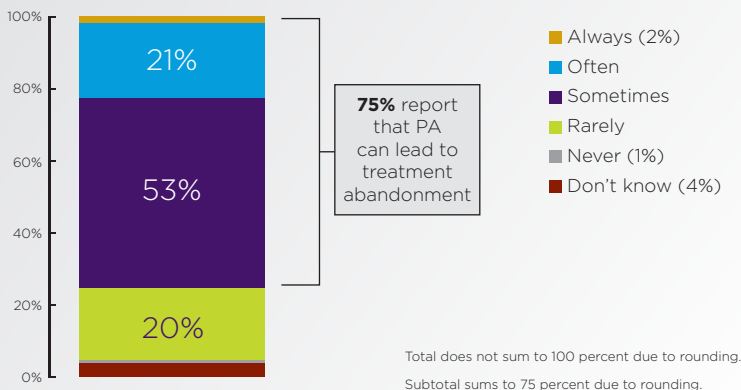


In your experience, has the PA process ever affected care delivery and led to a serious adverse event (e.g., death, hospitalization, disability/permanent bodily damage, or other life-threatening event) for a patient in your care?

28% reported PA led to a serious adverse event

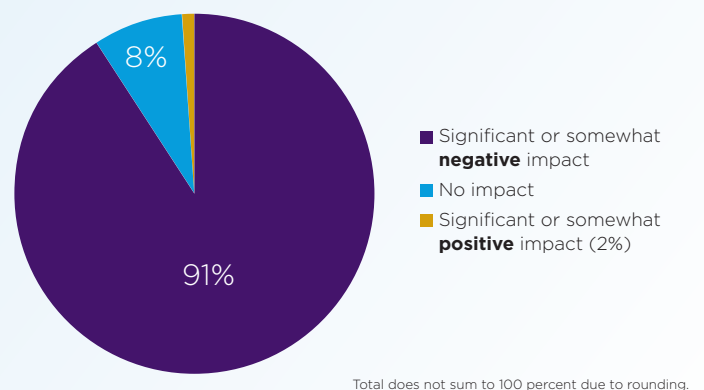
Abandoned treatment associated with PA

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

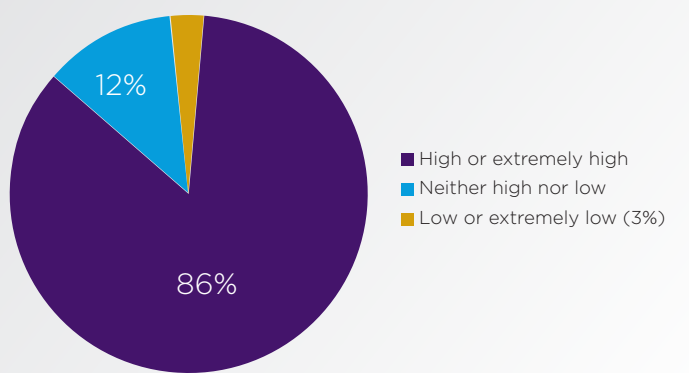
Q: For those patients whose treatment requires PA, what is your perception of the overall impact of this process on patient clinical outcomes?



Physician impact

Physician perspective on PA burdens

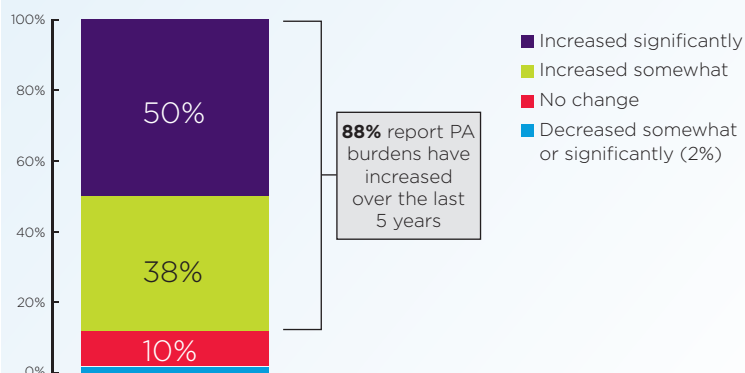
Q: How would you describe the burden associated with PA in your practice?



Total does not sum to 100 percent due to rounding.

Change in PA burden over last five years

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

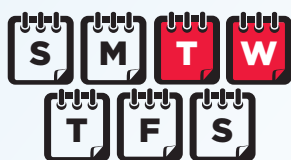


On average, practices complete

31

PAs per physician, per week*

Physicians and their staff spend an average of almost



two business days (14.9 hours) each week completing PAs†



More than 1 in 3

36%

of physicians have staff who work exclusively on PA††

Survey methodology

- Twenty-nine question, web-based survey administered in December 2018
- Sample of 1,000 practicing physicians drawn from M3 panel
- Forty percent primary care physicians/ 60 percent 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

* **Volume 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?

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.

