



Patient experience with prior authorization

Poll conducted by Morning Consult on
behalf of the PAN Foundation

May 2024

PAN Foundation

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Methodology: This poll was conducted between May 13-15, 2024 among a sample of 2,200 adults. The interviews were conducted online and the data were weighted to approximate a target sample of adults based on age, gender, race, educational attainment, region, gender by age, and race by educational attainment. Results from the full survey have a margin of error of plus or minus 2 percentage points.

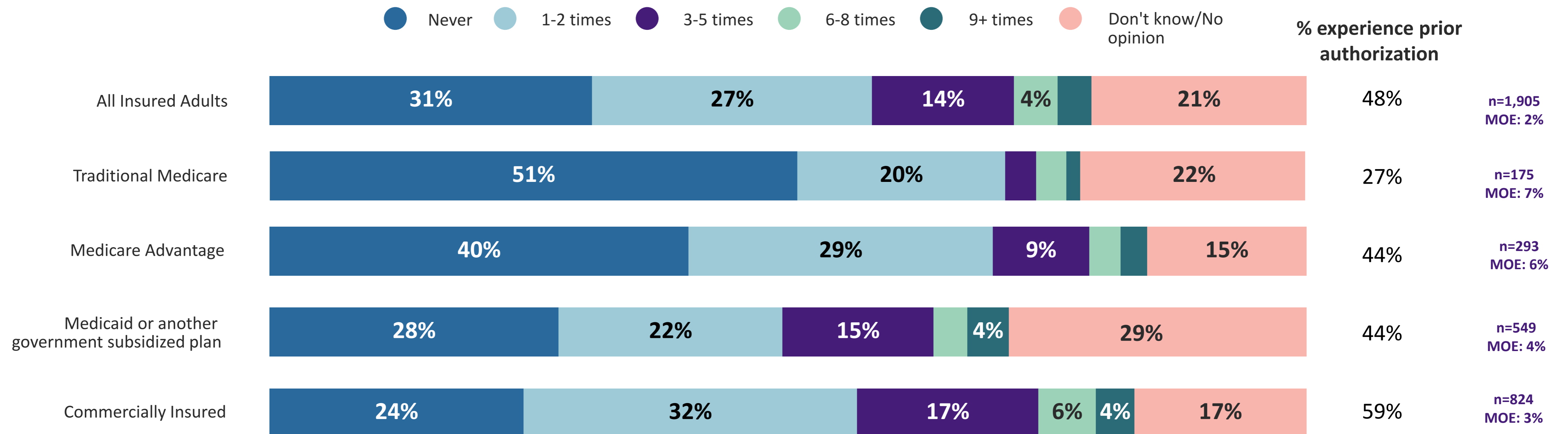
Experience with prior authorization

Half (48%) of insured adults say their health insurance plan has required prior authorization in the past year. Medicare Advantage plans (44%) are significantly more likely than traditional Medicare plans (27%) to require prior authorization.

As you may know, **prior authorization** is the process through which healthcare professionals and hospitals must obtain approval from your health insurance plan before prescribing medication or performing a particular treatment, procedure, or test.

To the best of your knowledge, in the **past 12 months**, how often has your health insurance plan required prior authorization to access your prescribed medication or medical treatment?

Among adults covered by health insurance

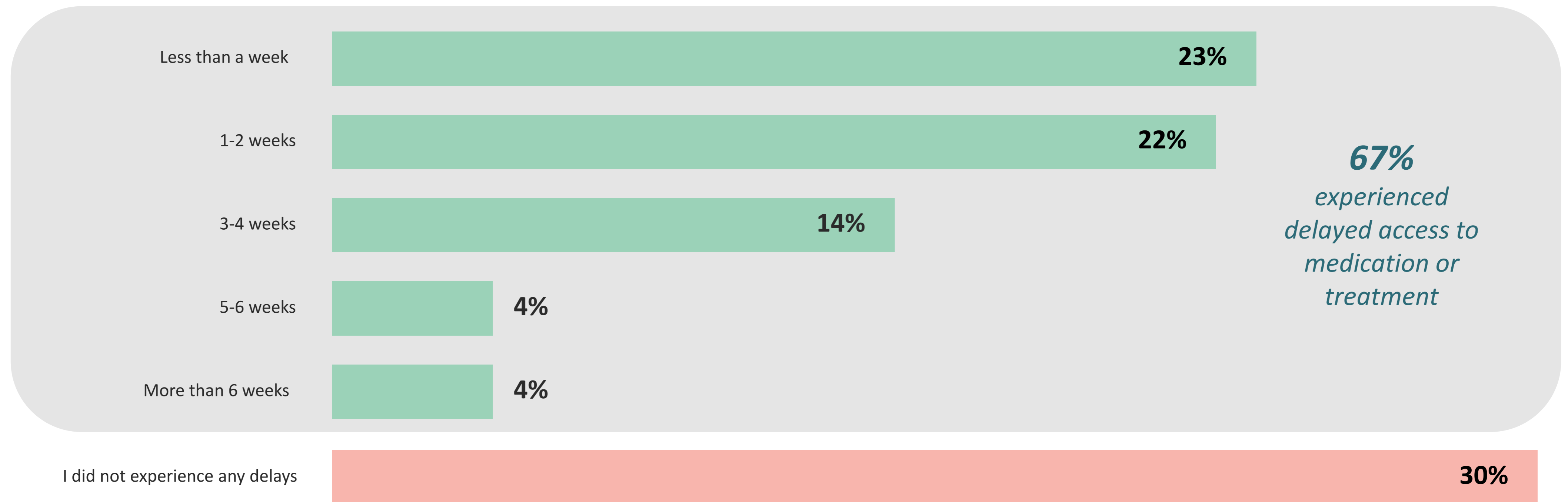


% experience prior authorization = 1-2 times + 3-5 times + 6-8 times + 9+ times

Two-thirds (67%) of adults say health insurance prior authorization requirements delayed their access to prescribed medication or medical treatment—most commonly up to two weeks (45%).

As you may know, prior authorizations can often delay the time in which a person receives prescribed medications, treatments, and other types of care. Approximately how many weeks did prior authorization requirements delay your access to your prescribed medication or medical treatment?

Among adults who have experienced prior authorization requirements (n=918; MOE: 3%)

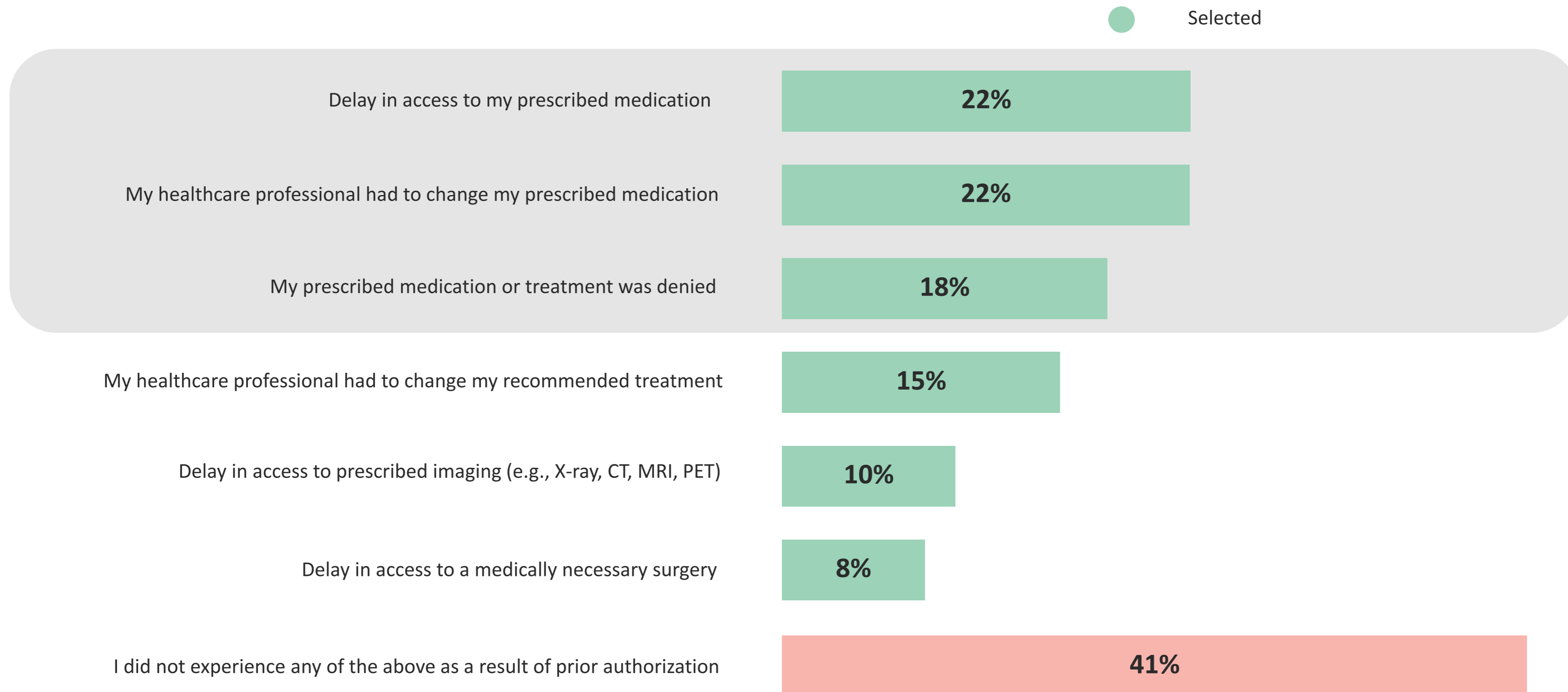


"Don't know/Unsure" response option not displayed (4% of responses)

About one-fifth of adults say prior authorization requirements resulted in delayed access to their prescribed medication (22%), their prescribed medication changing (22%), or their prescribed medication or treatment being denied (18%).

Have you experienced any of the following as a direct result of your prescribed medication or medical treatment requiring prior authorization?
Select all that apply.

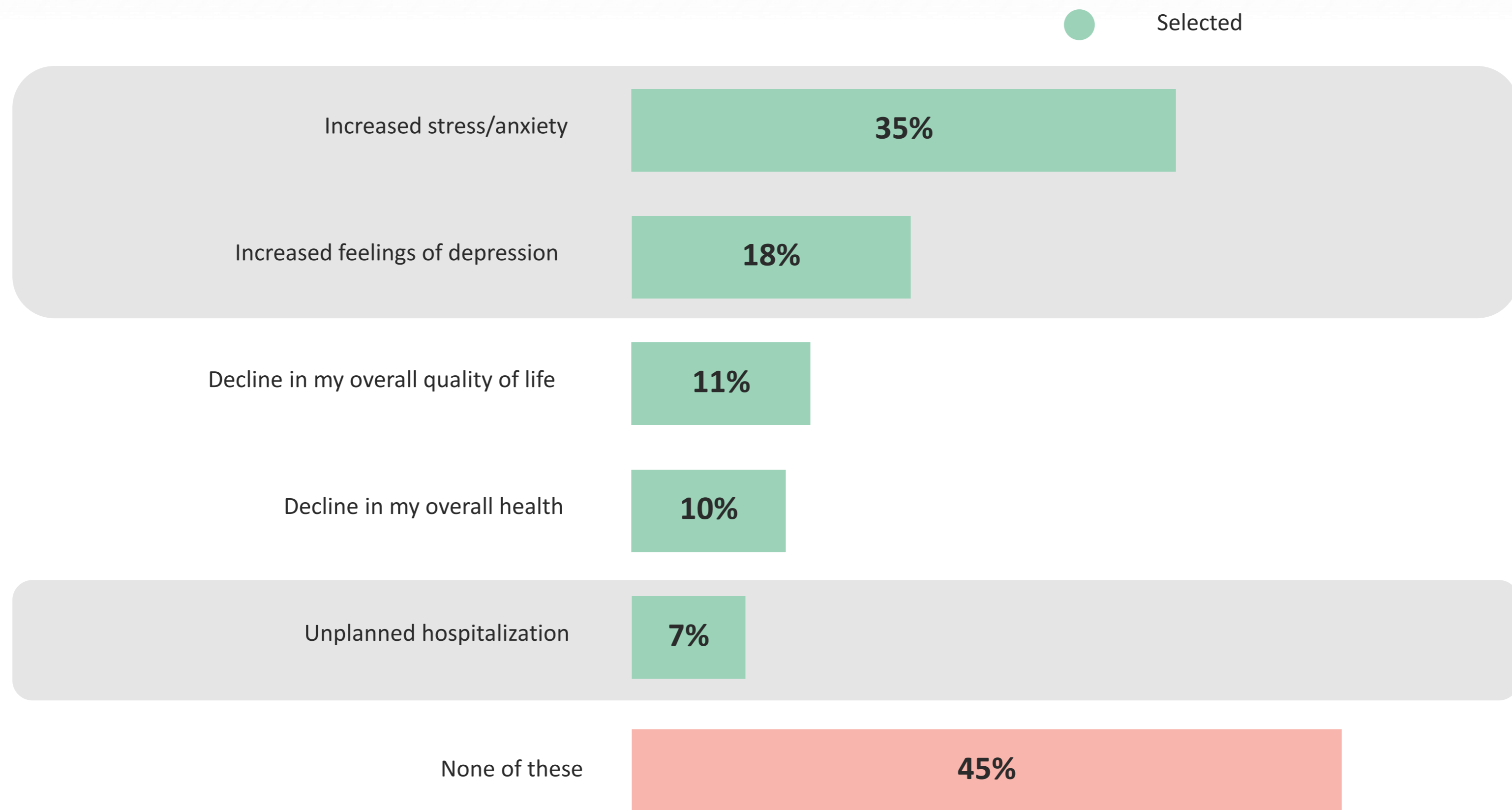
Among adults who have experienced prior authorization requirements (n=918; MOE: 3%)



One-third of adults say prior authorization requirements caused them increased stress/anxiety (35%), while one-fifth say it caused them increased feelings of depression (18%). Seven percent say these requirements led to unplanned hospitalization.

How has the prior authorization process impacted your daily life, if at all? Select all that apply.

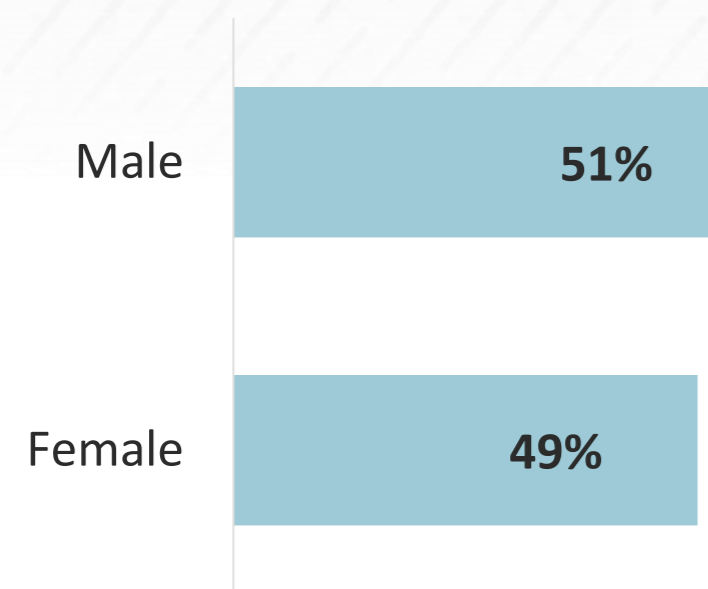
Among adults who have experienced prior authorization requirements (n=918; MOE: 3%)



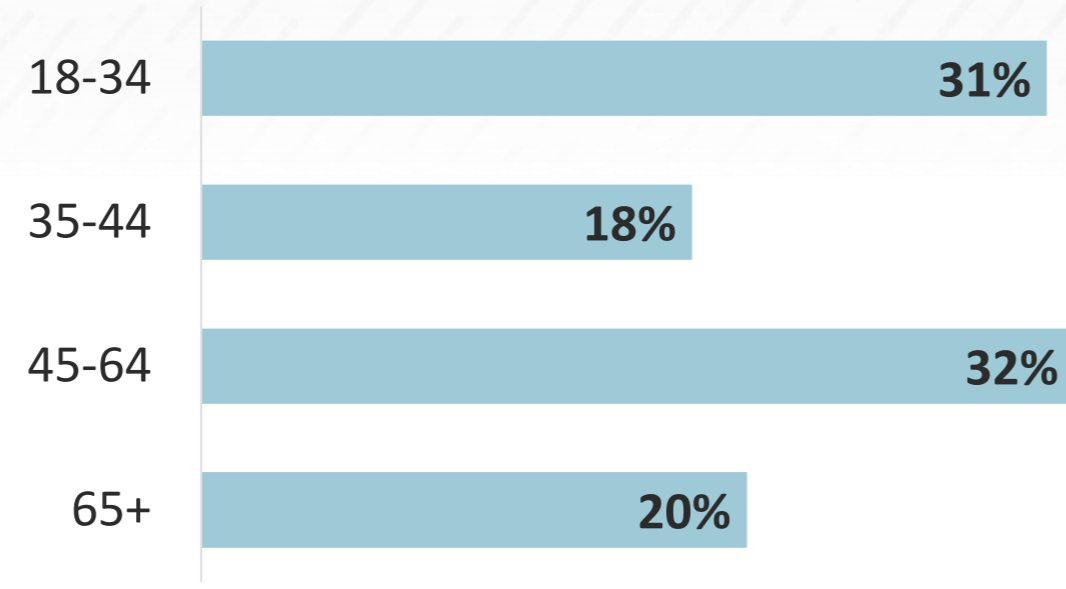
Appendix

Sample distribution—adults who have experienced health insurance prior authorization requirements in the past year

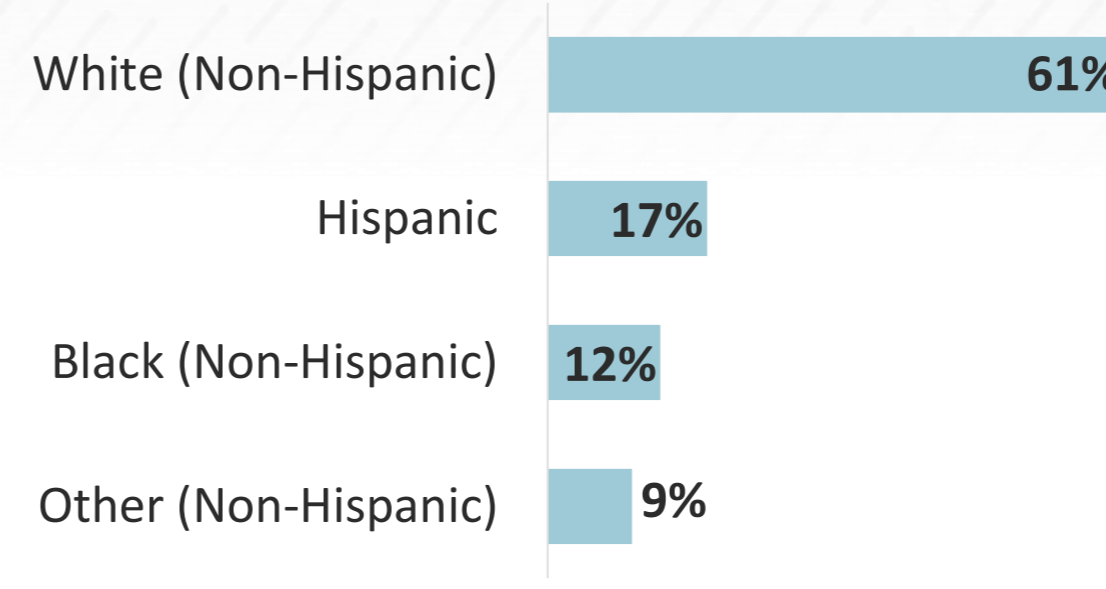
GENDER



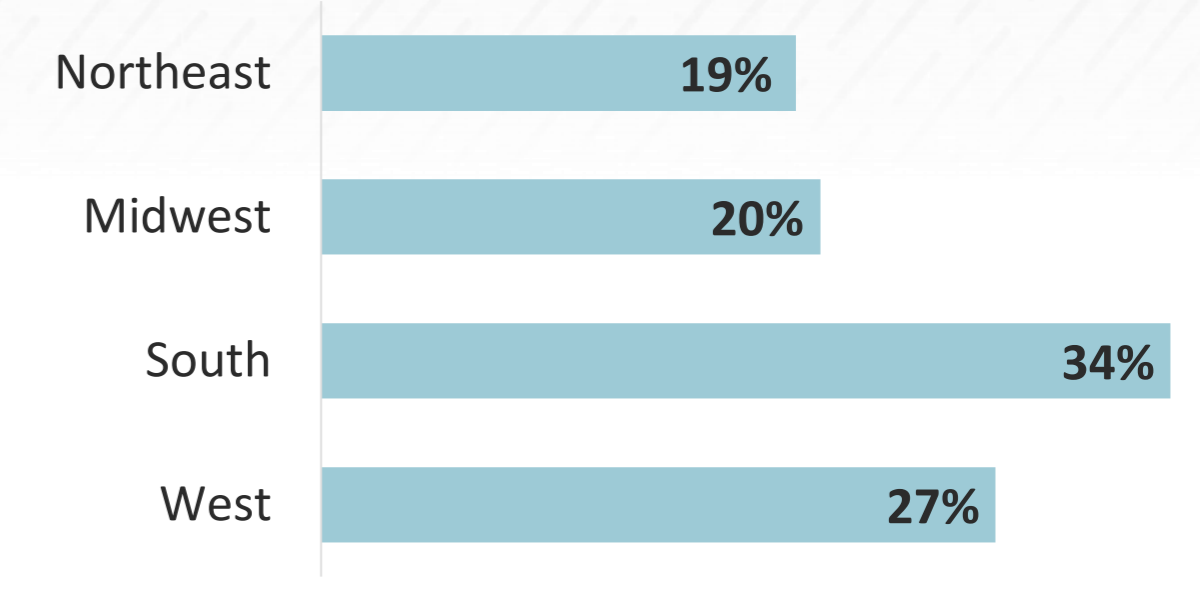
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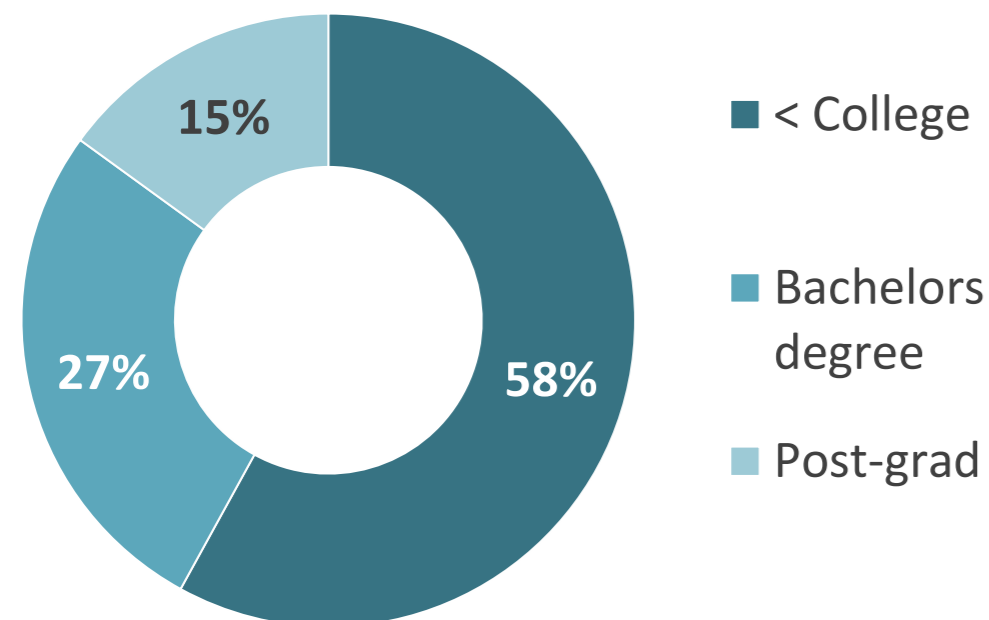
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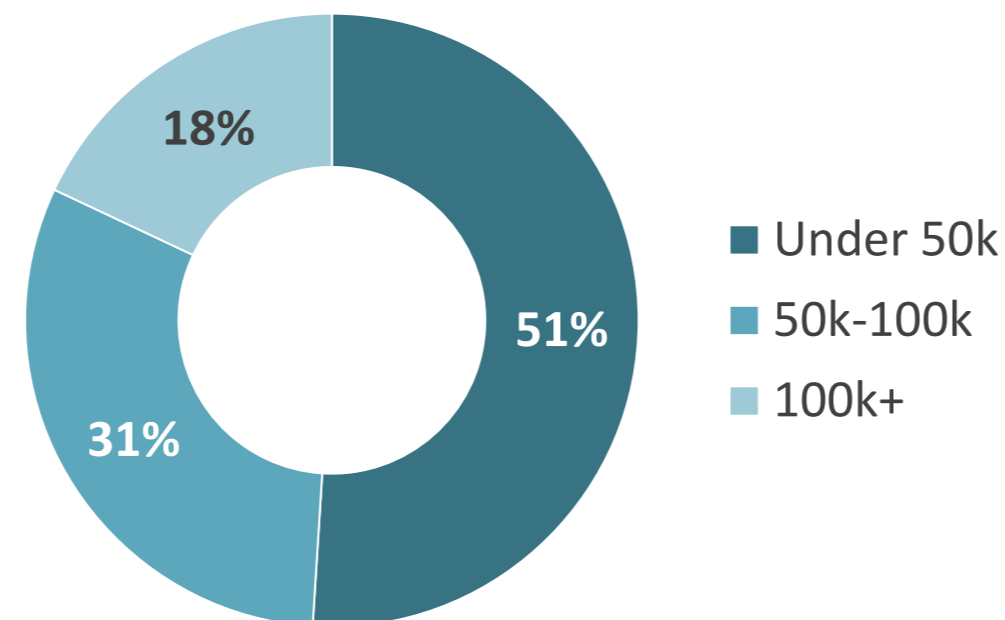
REGION



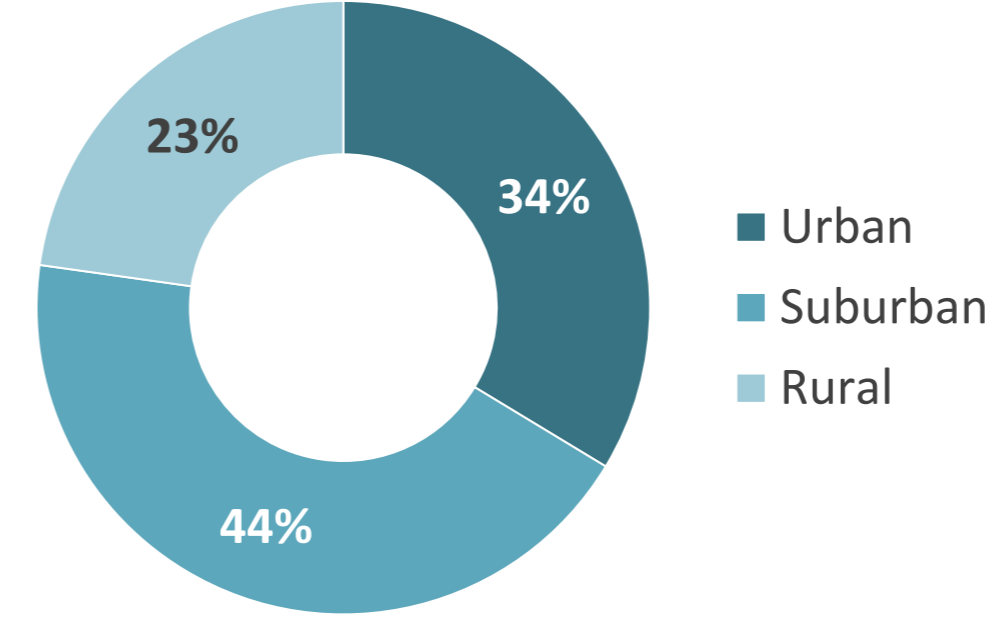
EDUCATION



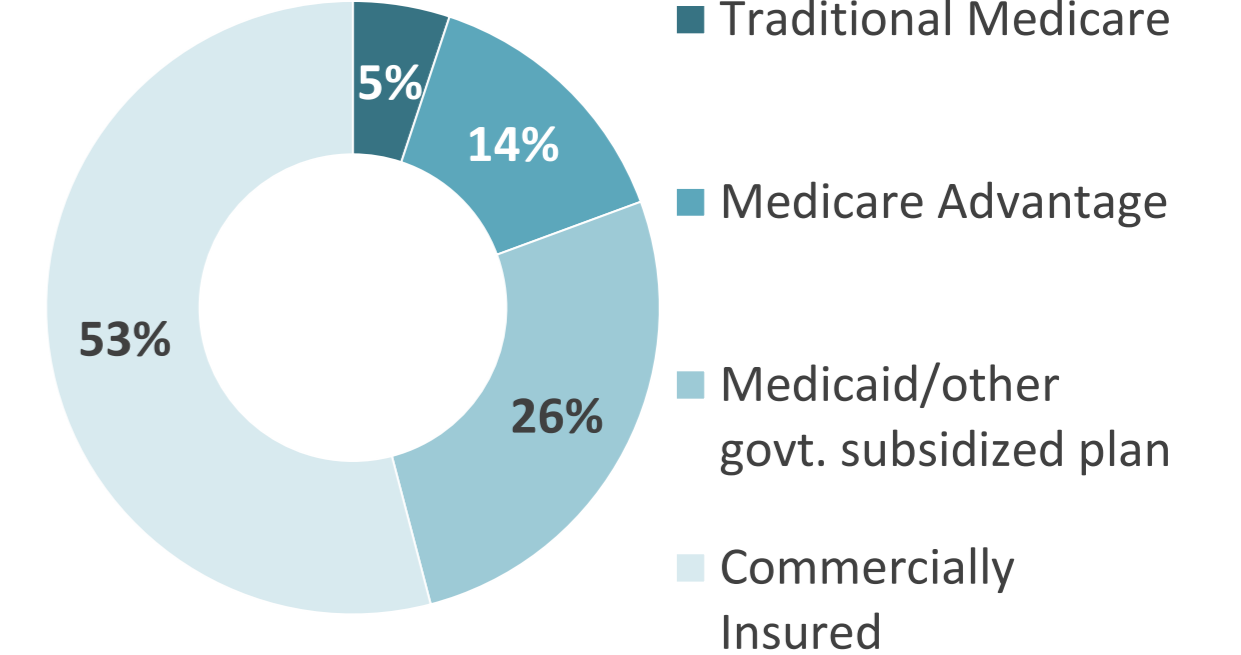
INCOME



COMMUNITY



HEALTH INSURANCE TYPE



n=918; MOE: 3%