



Patient experience with Fail First policies

Poll conducted by Morning Consult on
behalf of the PAN Foundation

December 2023

PAN Foundation

Table of Contents

Experience with Fail First policies	3
Appendix	8

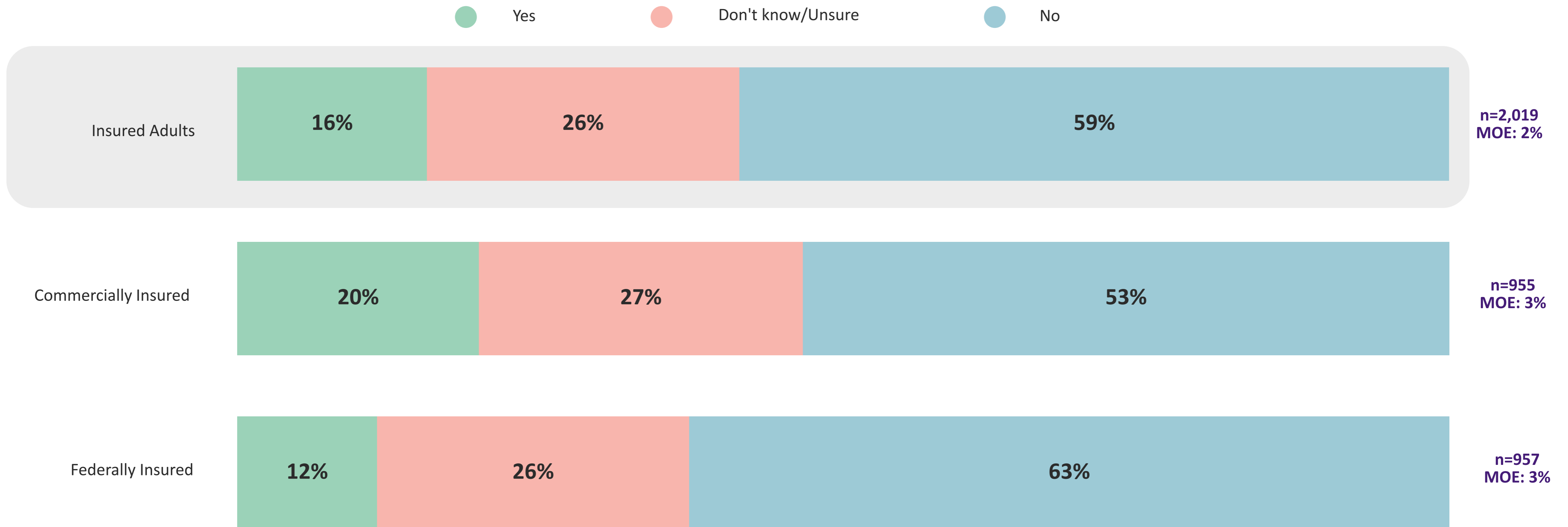
Methodology: This poll was conducted between December 2-4, 2023 among a sample of 2,202 adults. The interviews were conducted online and the data were weighted to approximate a target sample of adults based on age, gender, race, educational attainment, region, gender by age, and race by educational attainment. Results from the full survey have a margin of error of plus or minus 2 percentage points.

Experience with Fail First policies

One-in-six (16%) adults say their health insurance provider has required them to 'fail first' before authorizing medication prescribed by their provider. One-fifth (20%) of those commercially insured have been required to 'fail first'.

As you may know, Fail First policies (also known as Step Therapy) are health insurance policies that require patients to try and fail an insurer-preferred medication before covering the medication that was originally prescribed. To the best of your knowledge, has your health insurance provider ever required you to 'fail first' before authorizing the medication your health care provider originally prescribed?

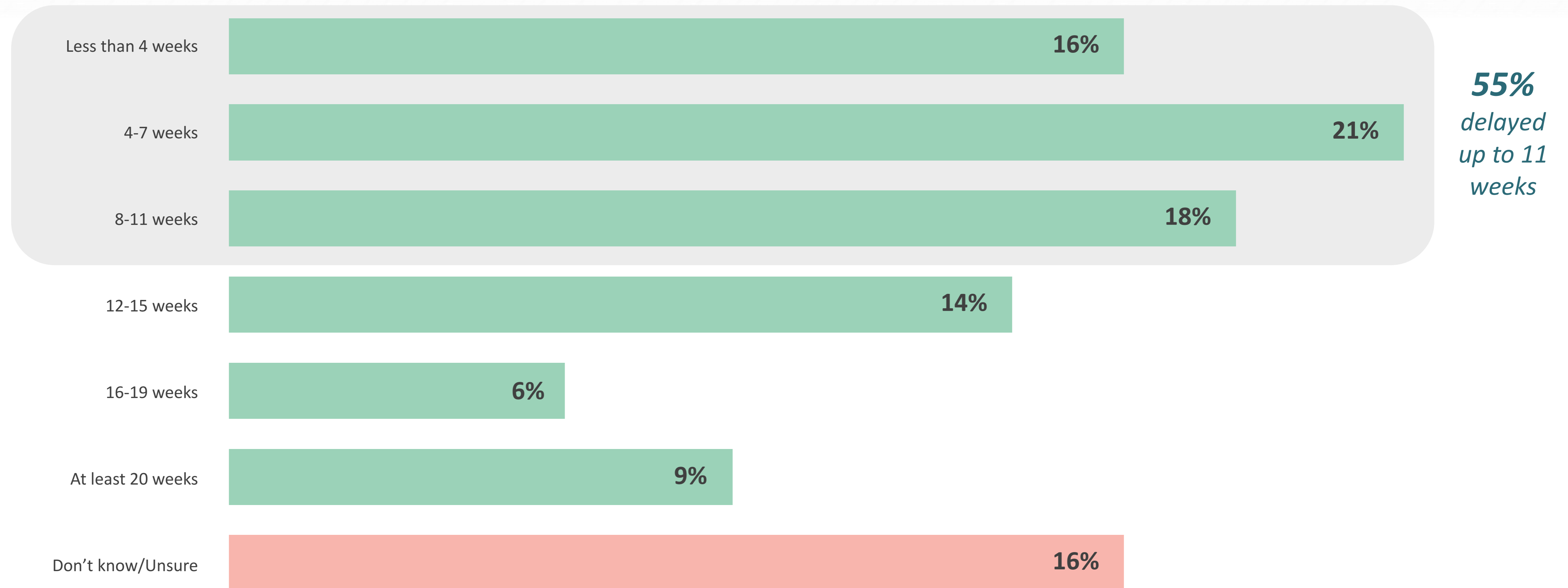
Among adults covered by health insurance



Most (55%) adults who have been required to 'fail first' say the policy delayed their access to the medication their health care provider originally prescribed by up to 11 weeks.

Approximately how many weeks did the 'fail first' policy delay your access to the medication your health care provider originally prescribed?

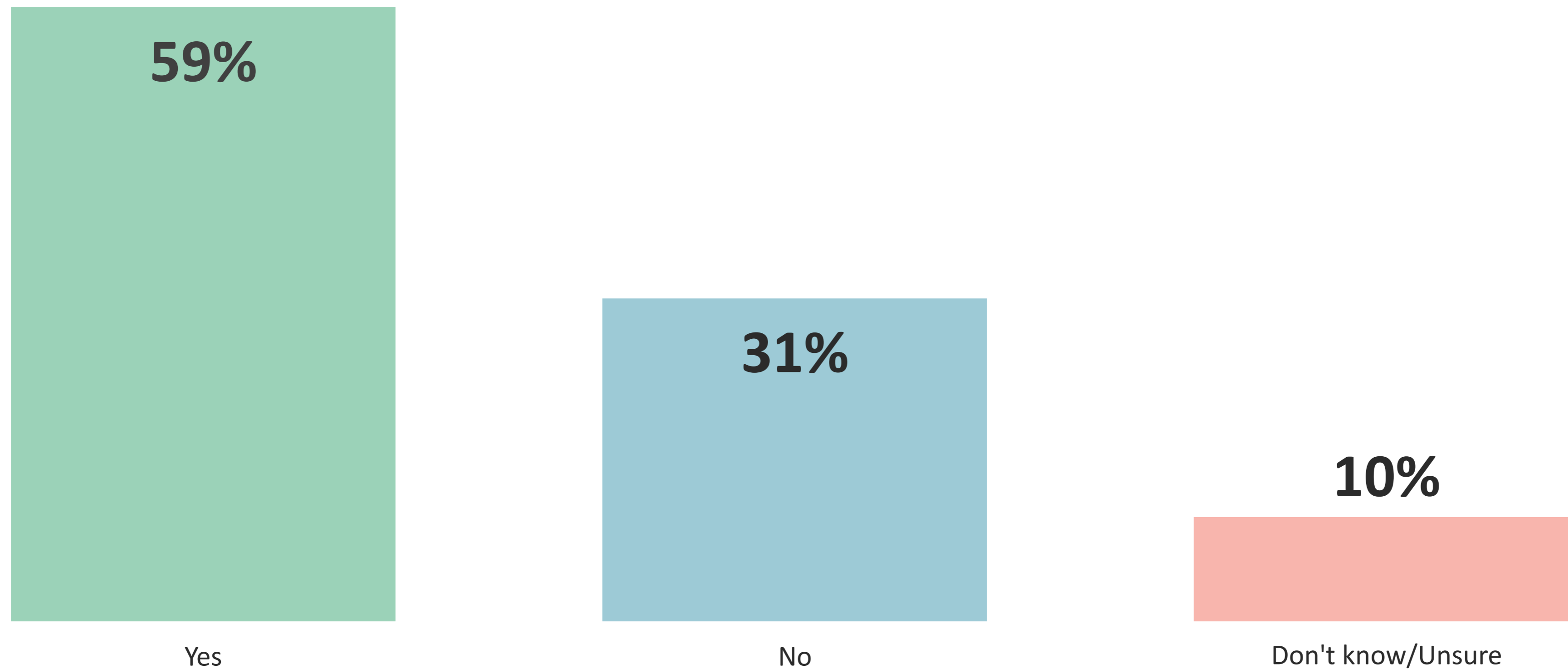
Among adults who have been required to 'fail first' (n=316; MOE: 6%)



The majority (59%) of adults who have been required to 'fail first' say they appealed their health insurance provider's request.

Did you appeal your health insurance provider's request to 'fail first' before authorizing the medication your health care provider originally prescribed?

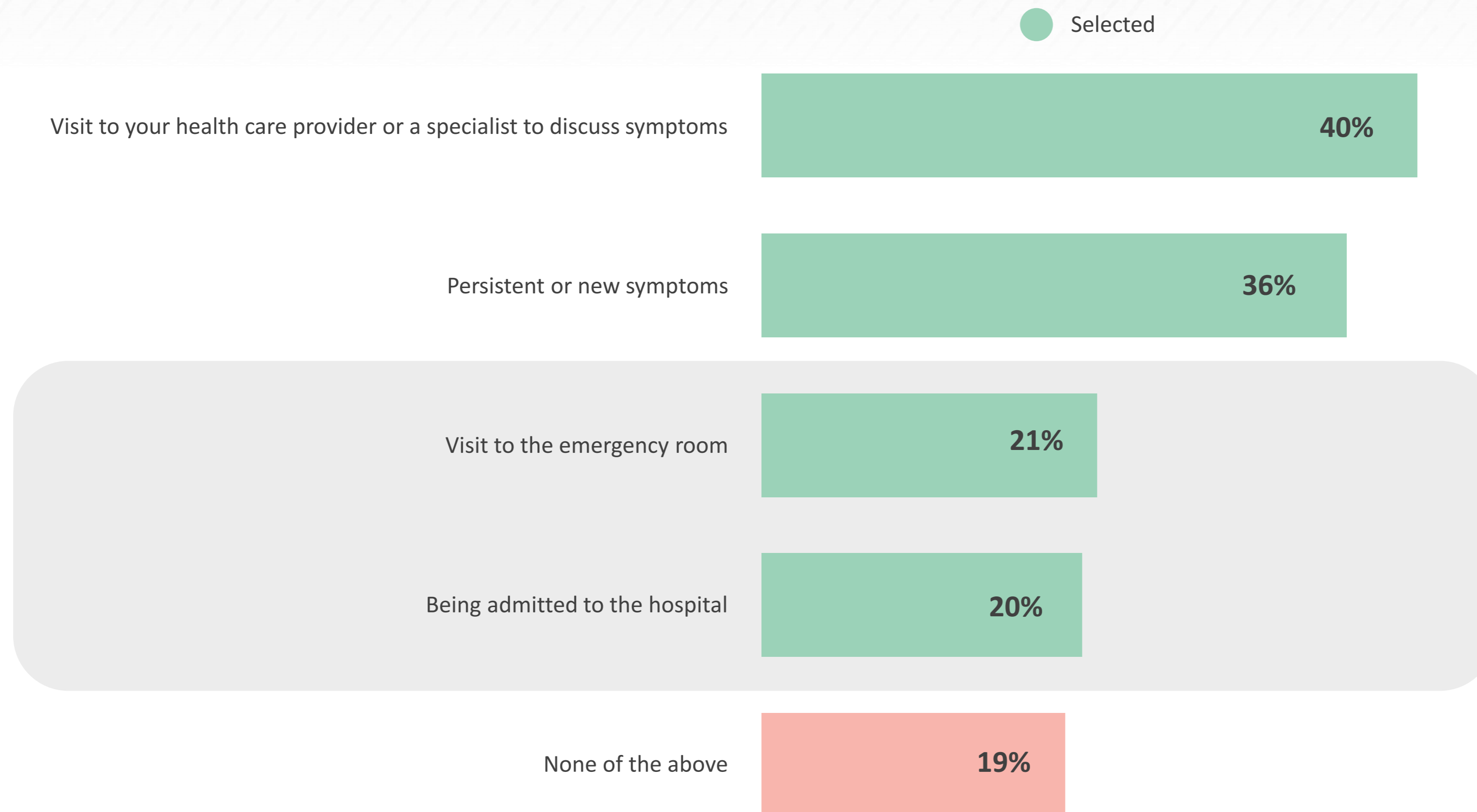
Among adults who have been required to 'fail first' (n=316; MOE: 6%)



One-fifth of adults say they had to *visit the emergency room (21%)* or *be admitted to the hospital (20%)* as a result of needing to ‘fail first.’

Did you experience any of the following as a result of needing to 'fail first'? Select all that apply.

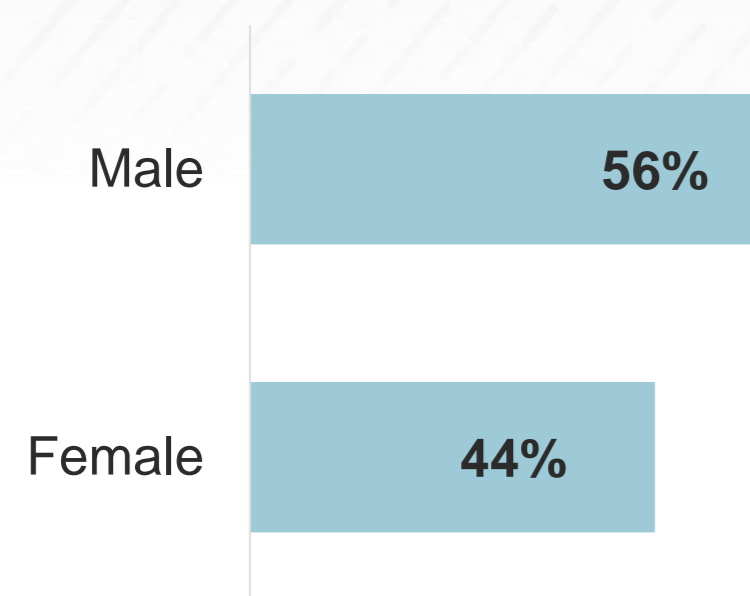
Among adults who have been required to ‘fail first’ (n=316; MOE: 6%)



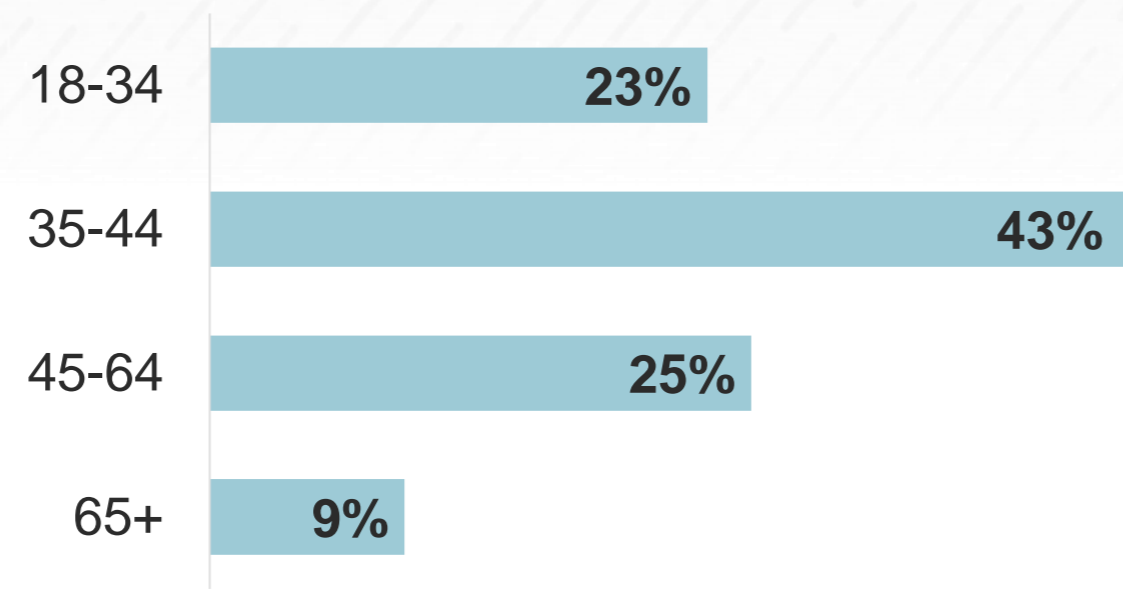
Appendix

Sample distribution—adults who have ever been required to ‘fail first’

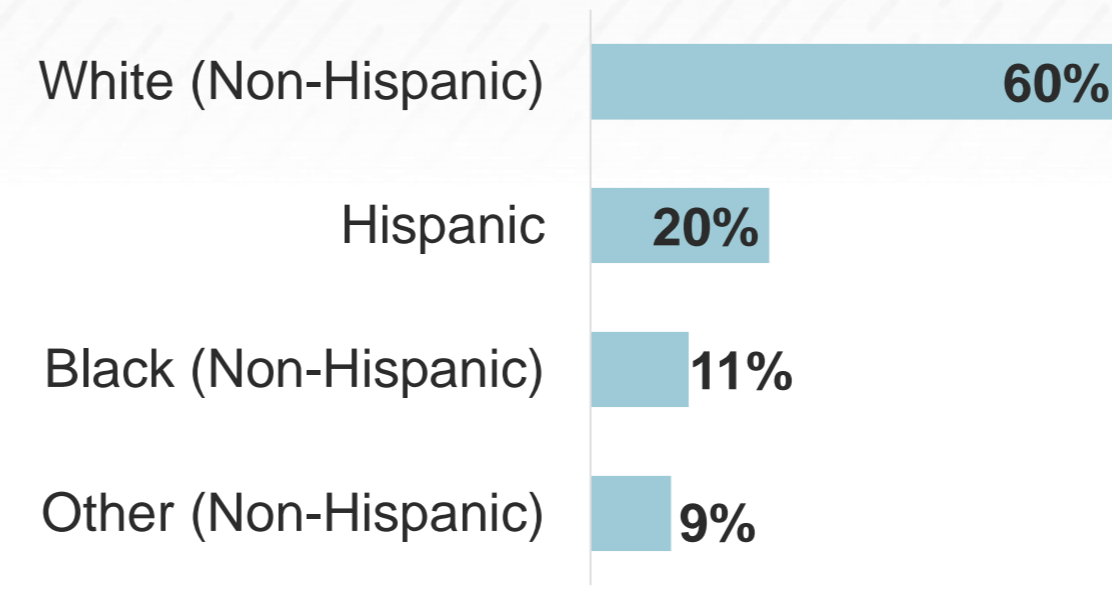
GENDER



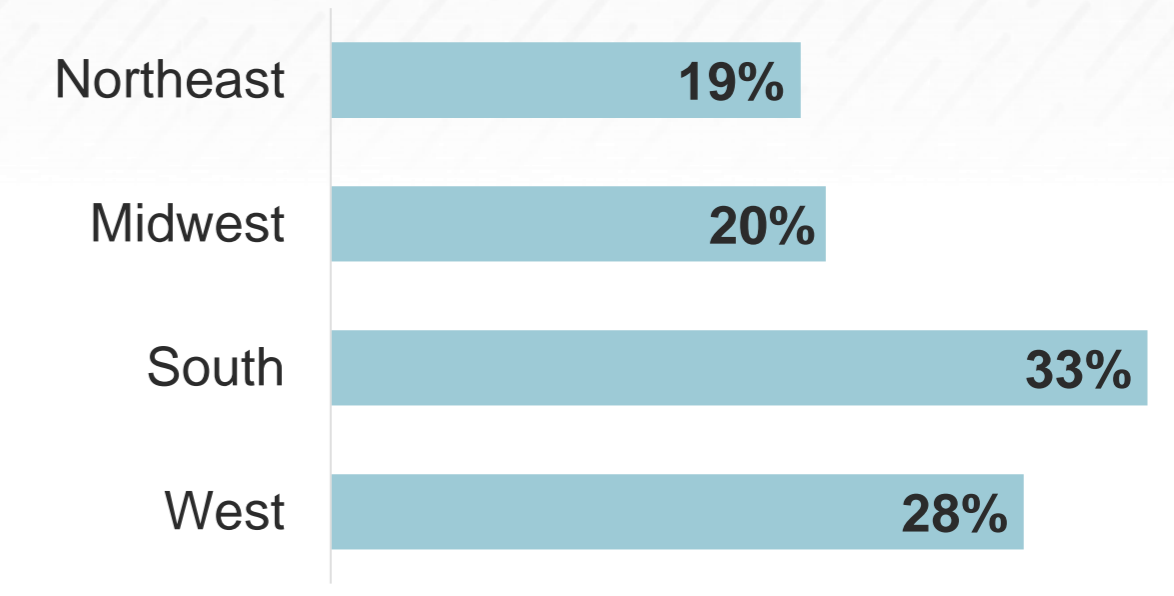
AGE



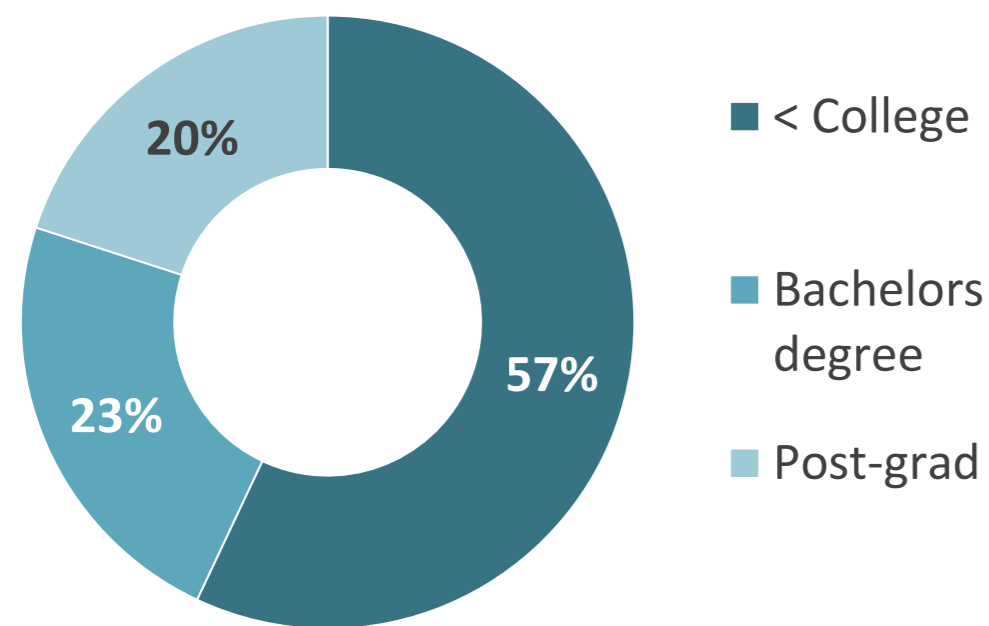
RACE/ETHNICITY



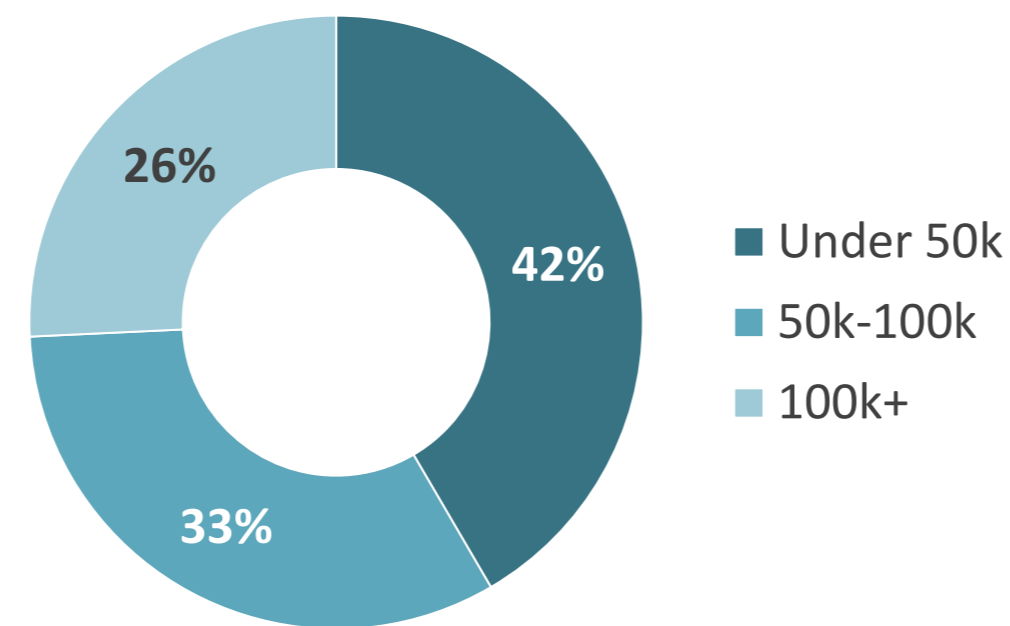
REGION



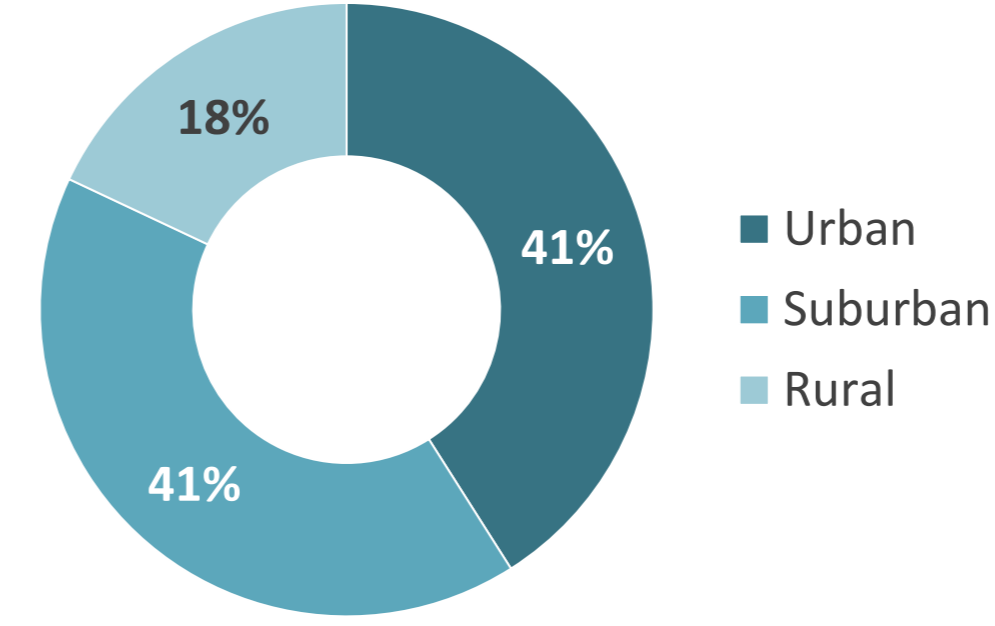
EDUCATION



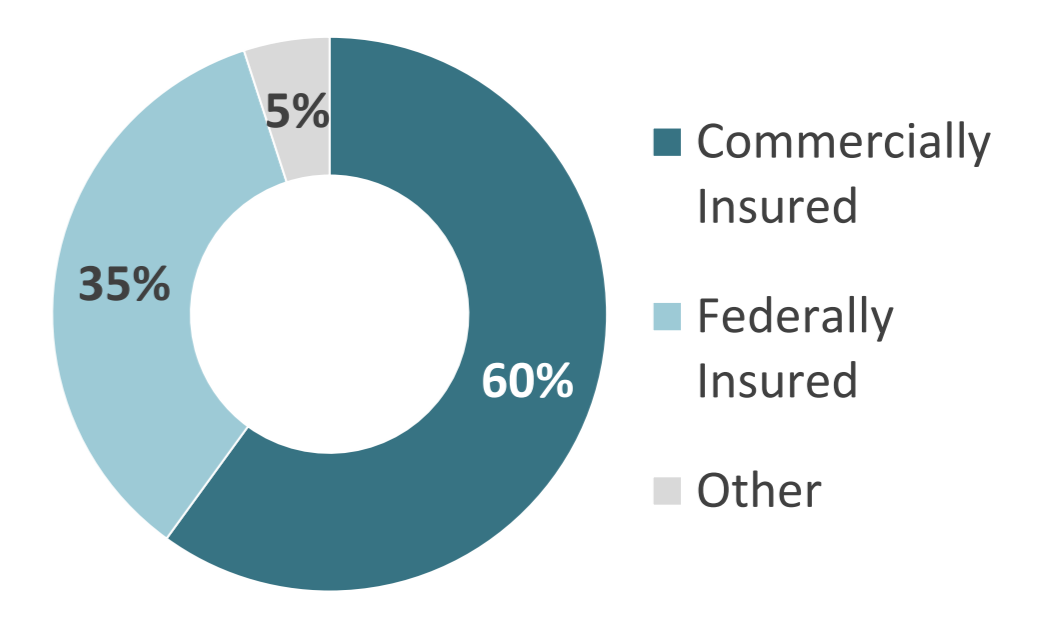
INCOME



COMMUNITY



HEALTH INSURANCE



n=316; MOE: 6%