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Xcenda

Autoimmune Prior Authorization Survey Results

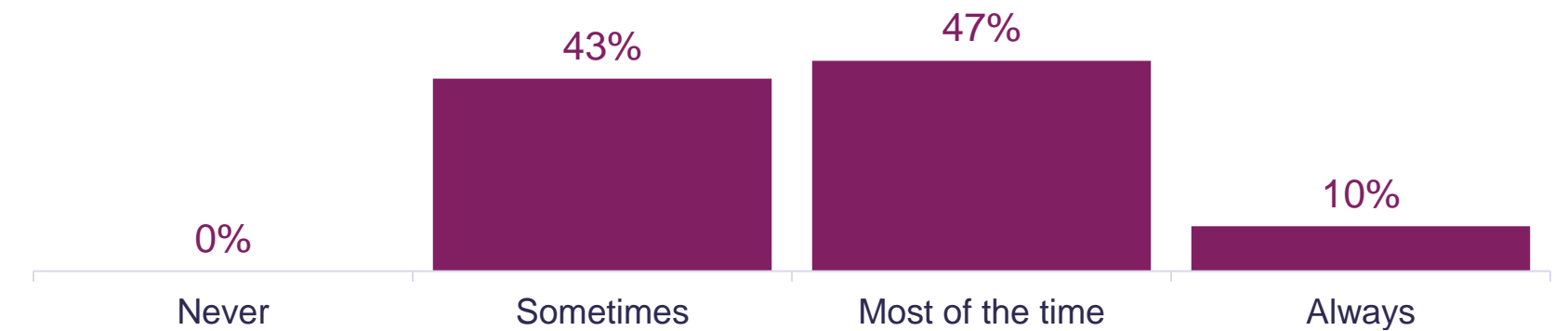
February 2023

PA decisions are almost always delayed (90% delayed sometimes or most of the time)

Burden of the PA process

- The actual delay time for a PA decision is often lengthier than expected (4 or more days)
- 63% of respondents in California indicated PAs were delayed most of the time
- 86% of respondents in the Northeast indicated PAs were delayed most of the time (43%) or sometimes (43%)
- 86% of respondents in the South indicated PAs were delayed most of the time
- 75% of respondents in the Midwest indicated PAs were sometimes delayed

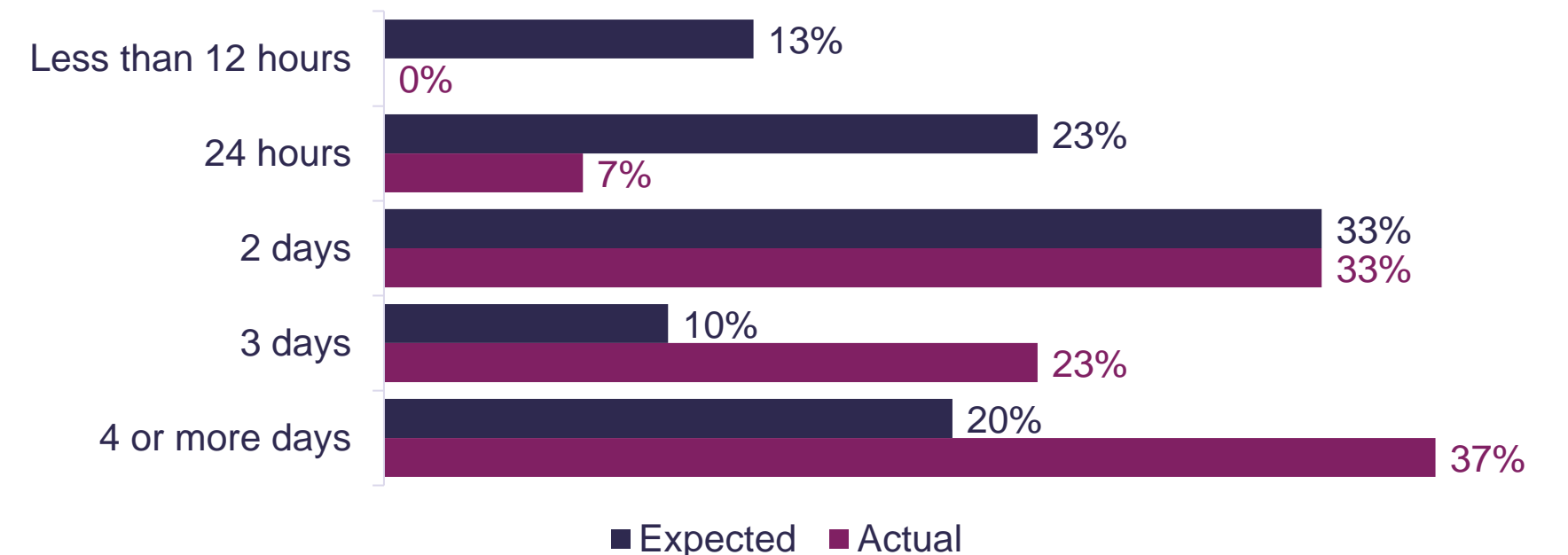
Frequency of delayed PA decisions



Highest percent by region, setting and practice size

	Northeast (n=7)	Midwest (n=8)	South (n=7)	West (n=8)	Urban (n=13)	Suburban (n=14)	Rural (n=3)	<9 Physicians (n=13)	>9 Physicians (n=17)
Expected	43% 2 days	50% 4 or more days	43% 2 days	50% 2 days	38% 2 days	36% 2 days	100% 4 or more days	46% 2 days	41% 24 hours
Actual	43% 2 days and 4 or more days	50% 4 or more days	43% 4 or more days	50% 2 days	46% 2 days	36% 3 days	100% 4 or more days	46% 4 or more days	53% 2 days

Expected vs actual timeframes



N=30

Q19. How often are prior authorization decisions delayed, on average?

Q20. In these situations, what was the expected and actual timeframe to receive the prior authorization for approved drug?

In nearly half of cases, PAs are denied and must go through an appeals process

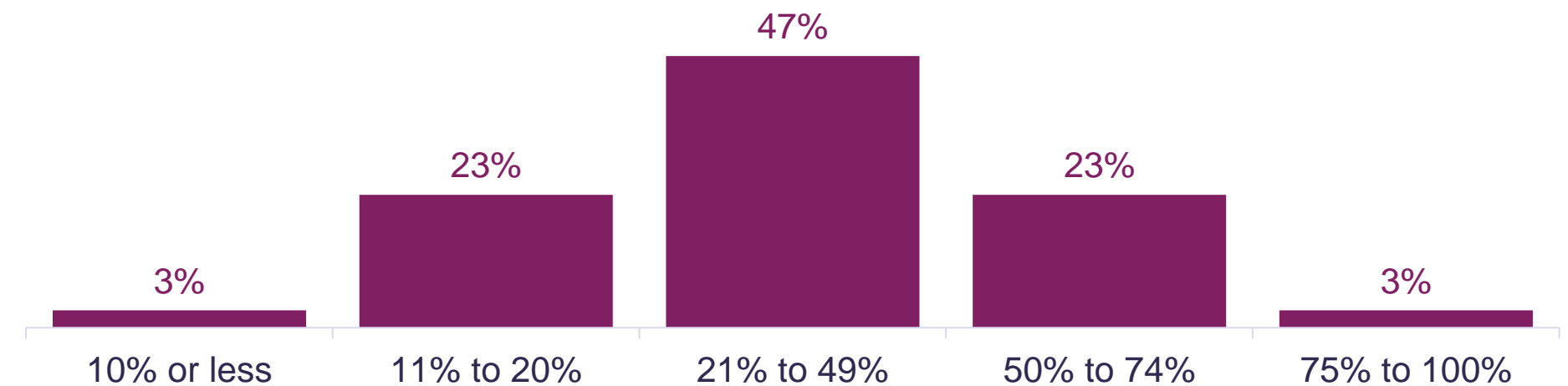
Burden of the PA process

- 90% of respondents indicated appeals being approved 50% to 100% of the time
 - 50% of respondents in California reported a success rate of 75% to 100%
 - 13% of respondents in the Midwest reported a success rate of 75% to 100%
 - 43% of respondents in the Northeast reported a success rate of 75% to 100%
 - 86% of respondents in the South reported a success rate of 75% to 100%

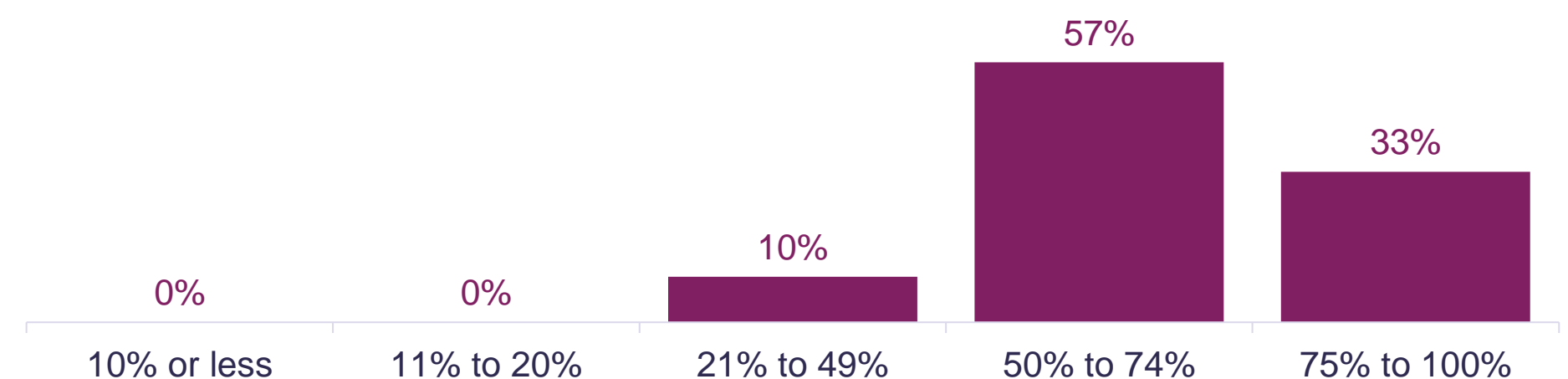
Highest percent by region, setting and practice size

	Northeast (n=7)	Midwest (n=8)	South (n=7)	West (n=8)	Urban (n=13)	Suburban (n=14)	Rural (n=3)	<9 Physicians (n=13)	>9 Physicians (n=17)
Appeals Needed	43% 21% to 49% and 50% to 74%	50% 11% to 20%	57% 21% to 49%	75% 21% to 49%	62% 21% to 49%	43% 21% to 49%	100% 11% to 20%	46% 21% to 49%	47% 21% to 49%
Appeals Approved	57% 50% to 74%	88% 50% to 74%	57% 50% to 74%	50% 75% to 100%	46% 50% to 74% and 75% to 100%	57% 50% to 74%	100% 50% to 74%	69% 50% to 74%	47% 50% to 74% and 75% to 100%

Percentage of PAs denied – appeals process needed



Percentage of PA appeals approved



N=30

Q21. What percentage of prior authorizations are denied and must go through an appeal process?

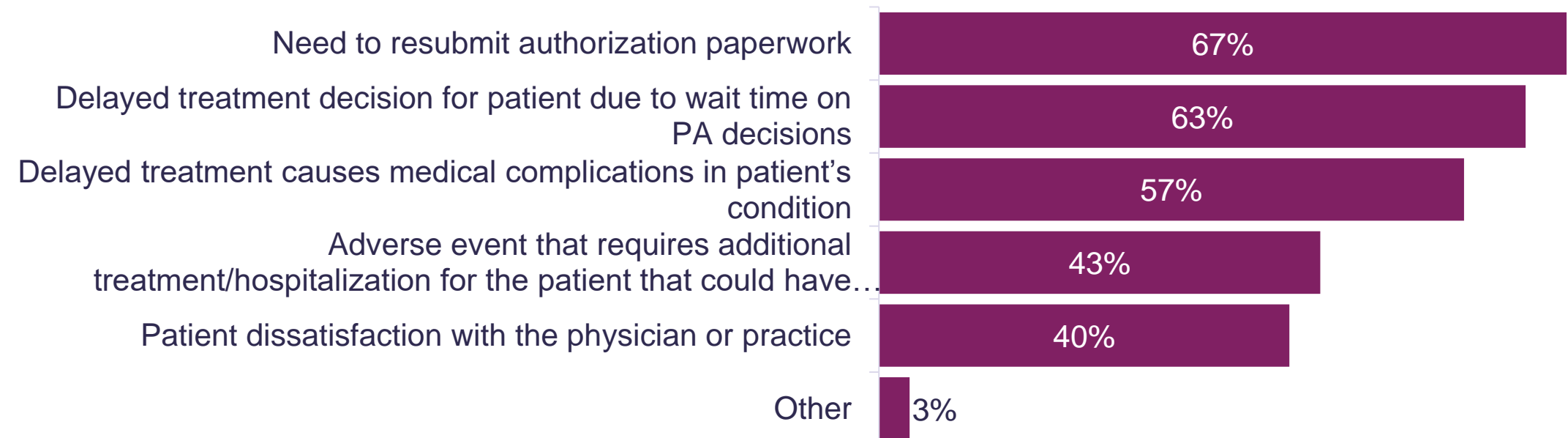
Q22. What is your success rate in obtaining approval for appeals?

Paperwork resubmissions and delayed treatment decisions are the most common impacts of delayed PAs

Burden of the PA process

- Most respondents suggest delayed treatment decisions as the most common impact of delayed PAs on patients
- All four regions were consistent in ranking the impact of the need to resubmit authorization paperwork
 - Northeast and South = 71%
 - California and Midwest = 63%

Impact of delayed PAs on patients



Highest percent by region, setting and practice size

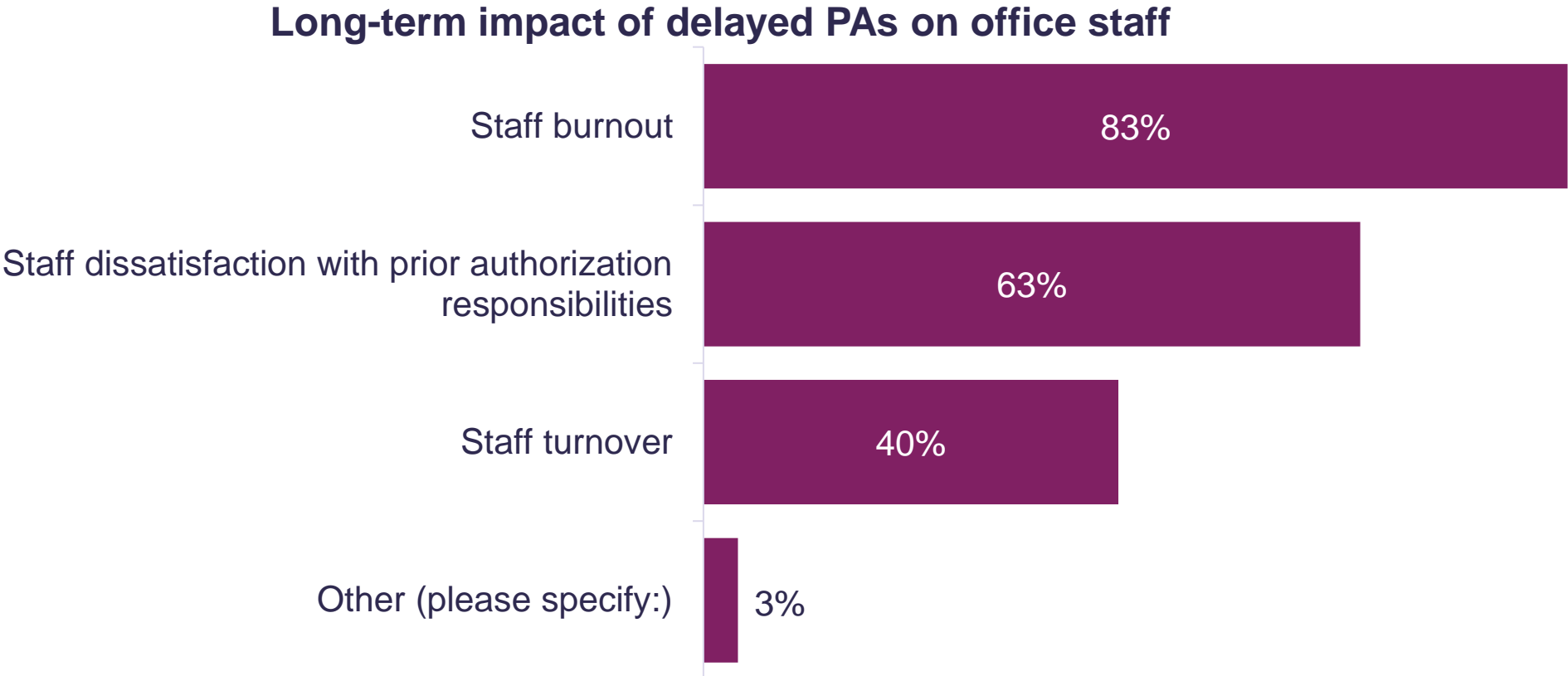
Region (n)	Midwest (n=8)	South (n=7)	West (n=8)	Urban (n=13)	Suburban (n=14)	Rural (n=3)	<9 Physicians (n=13)	>9 Physicians (n=17)
71% Wait time and resubmission	75% Wait time and medical complications	71% Resubmission	63% Resubmission	62% Medical complications	71% Wait time	100% Wait time, medical complications and patient dissatisfaction	92% Resubmission	65% Wait time

N=30

Q24. In your opinion, what is the "big picture" impact of delayed prior authorizations on patients? Please select all that apply.

Staff burnout was the biggest long-term impact of delayed PAs on office staff

- 100% of the rural respondents indicated staff turnover was a big impact, compared to 36% of suburban respondents and 31% of urban respondents
- The one “other” response was patient treatment delays



Highest percent by region, setting and practice size

Northeast (n=7)	Midwest (n=8)	South (n=7)	West (n=8)	Urban (n=13)	Suburban (n=14)	Rural (n=3)	<9 Physicians (n=13)	>9 Physicians (n=17)
71% Staff dissatisfaction and staff burnout	75% Staff burnout	100% Staff burnout	88% Staff burnout	85% Staff burnout	86% Staff burnout	100% Staff dissatisfaction and staff turnover	85% Staff burnout	82% Staff burnout

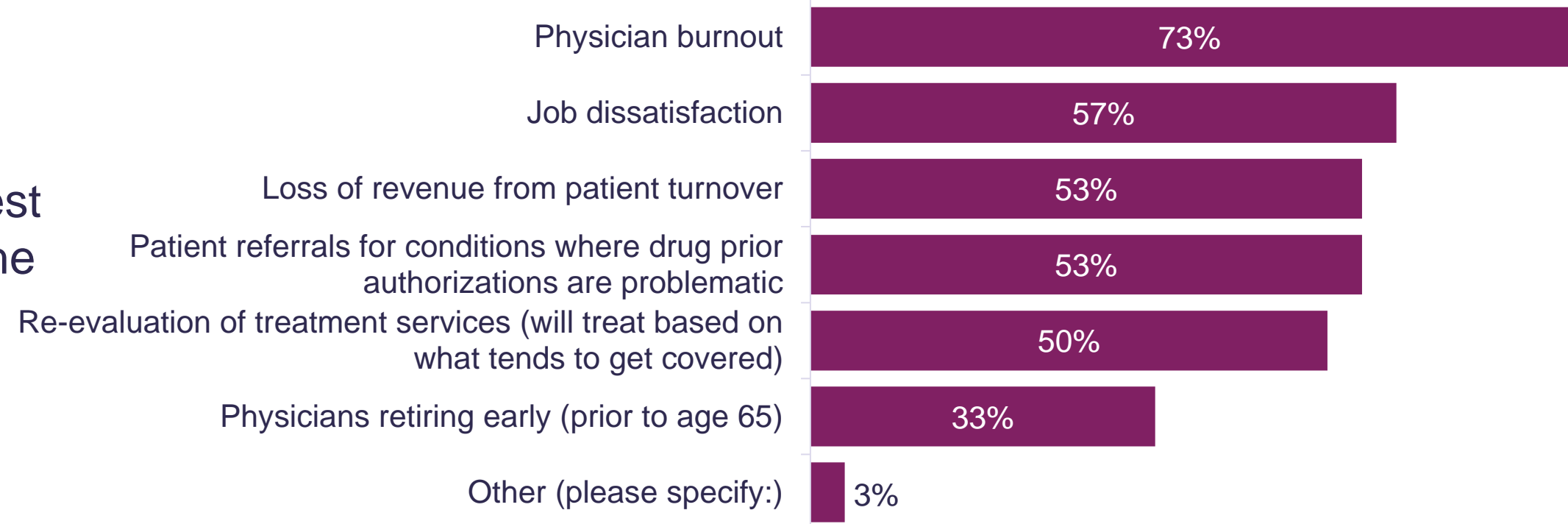
N=30
 Q29. In your opinion, what is the long-term impact of delayed prior authorizations on office staff?

Staff burnout was the biggest long-term impact of delayed PAs on physicians as well

Burden of the PA process

- Administrative hassles was listed another long-term impact of delayed PAs on physicians
- 88% of respondents in the Midwest believe job dissatisfaction is the biggest long-term impact, while only 29% in the Northeast agree

Long-term impact of delayed PAs on physicians



Highest percent by region, setting and practice size

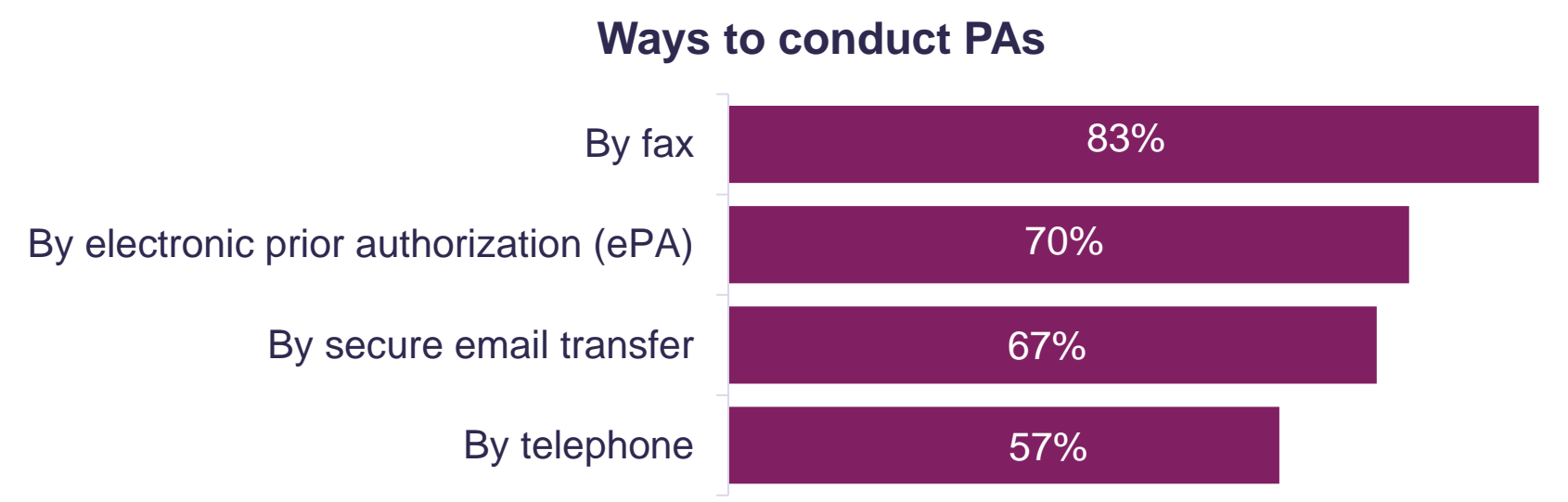
Northeast (n=7)	Midwest (n=8)	South (n=7)	West (n=8)	Urban (n=13)	Suburban (n=14)	Rural (n=3)	<9 Physicians (n=13)	>9 Physicians (n=17)
71% Loss of revenue, patient referrals and physician burnout	88% Job dissatisfaction	86% Physician burnout	75% Physician burnout	77% Physician burnout	64% Job dissatisfaction and physician burnout	100% All options selection	77% Re-evaluation of treatment services	76% Physician burnout

N=30

Q30. In your opinion, what is the long-term impact of delayed prior authorizations on physicians?

Across all regions, fax remains the most utilized method to conduct PAs

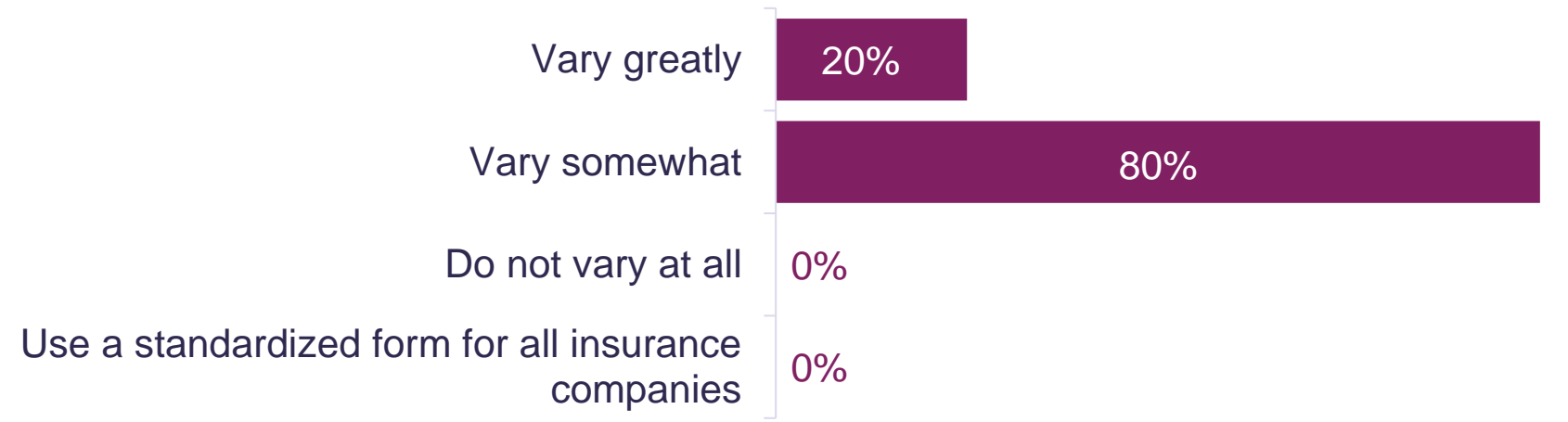
- Telephone, email, and electronic PA are utilized
- PA forms also vary across insurance companies, with 20% of respondents indicating they vary greatly



Percent by region, setting and practice size

	Northeast (n=7)	Midwest (n=8)	South (n=7)	West (n=8)	Urban (n=13)	Suburban (n=14)	Rural (n=3)	<9 Physicians (n=13)	>9 Physicians (n=17)
By fax	86%	100%	71%	75%	69%	93%	100%	85%	82%
By ePA	43%	100%	86%	50%	46%	86%	100%	69%	71%
By secure email transfer	57%	88%	57%	63%	46%	79%	100%	62%	71%
By telephone	71%	75%	43%	38%	46%	57%	100%	69%	47%

Do PA forms vary across insurance companies?



N=30

Q7. In which ways may a prior authorization with an insurance company be conducted? Please select all that apply.

Q8. Do prior authorization forms vary across insurance companies?