

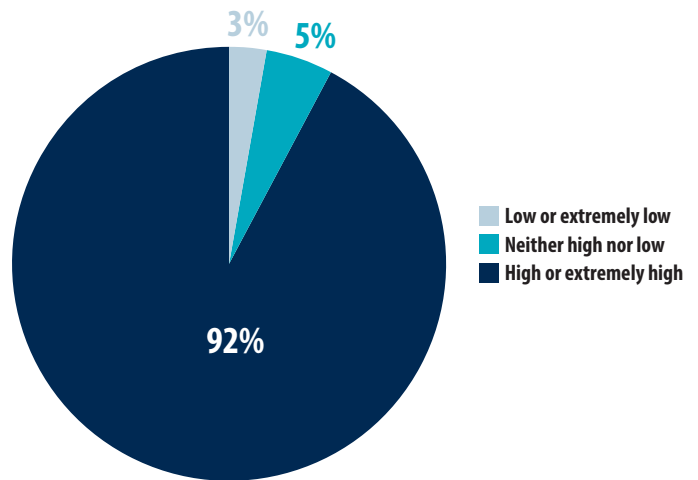
PRIOR AUTHORIZATION *2017 Physician Survey*

Survey Methodology

- 12-question, web-based survey administered in July 2017.
- Sample of 600 Michigan physicians drawn from MSMS members and non-members.
- 29% primary care / 70% specialists
- Sample refined to ensure that all participating physicians are currently in active practice in Michigan.

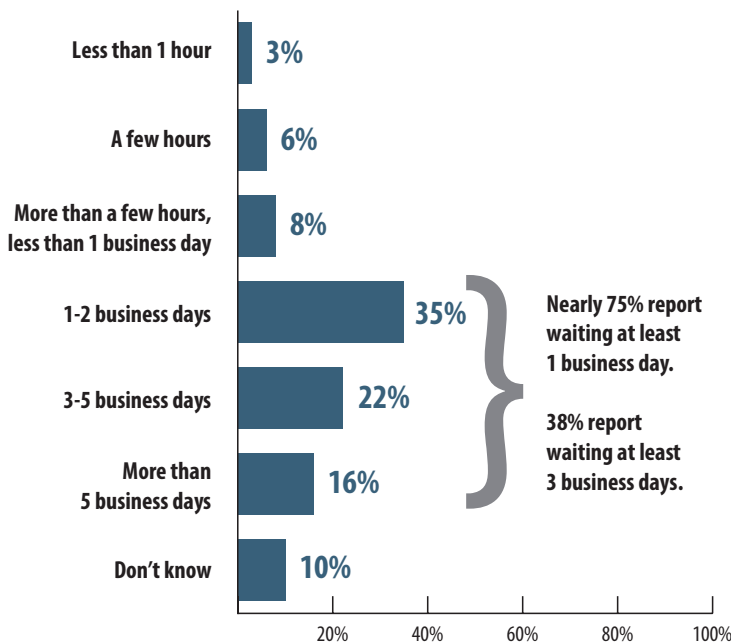
Physician Perspective on PA Burdens

Question: How would you describe the burden associated with prior authorization for the physicians and staff in your practice?



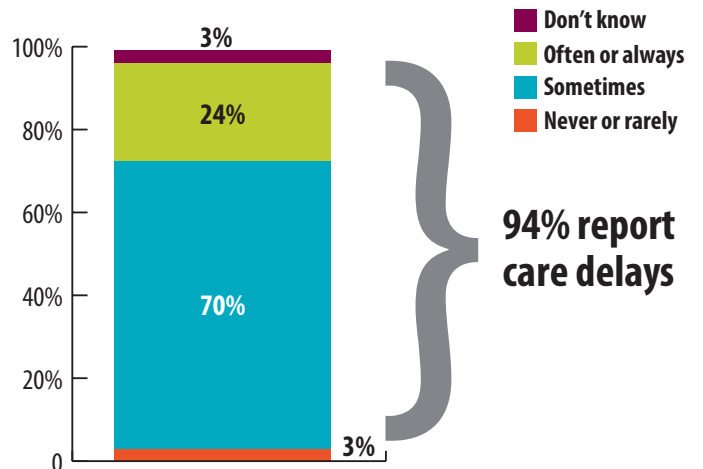
Average Wait Time for PA Responses

Question: In the last week, how long on average did your practice need to wait for a PA decision from health plans?



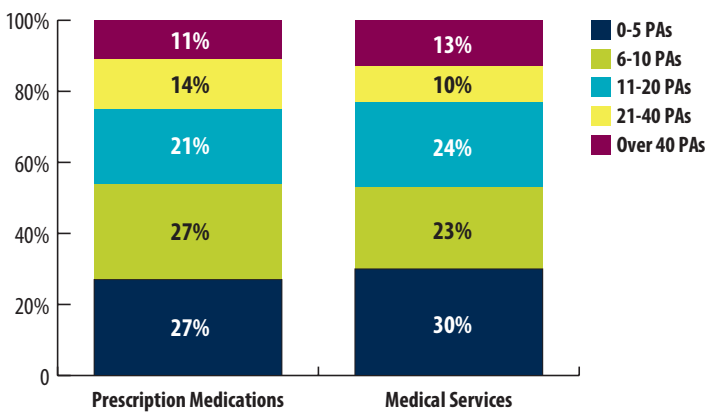
Care Delays Associated with PA

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



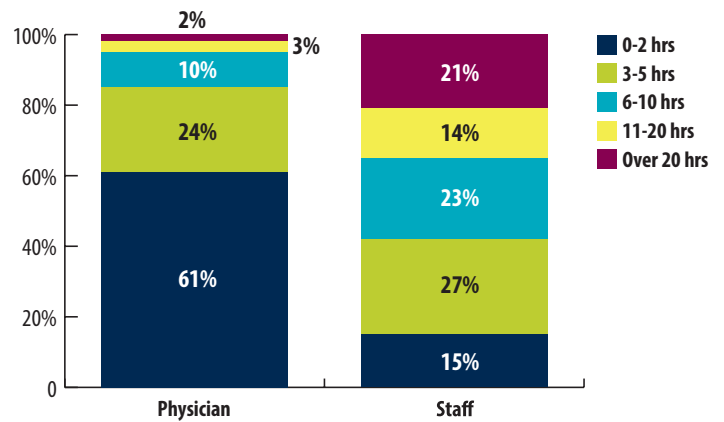
Number of PAs Per Week

Question: Please provide your best estimate of the number of prescription and medical services prior authorizations completed by you yourself and/or your staff for your patients in the last week. Do not include prior authorizations that practice staff completed for the patients of other physicians in your practice.



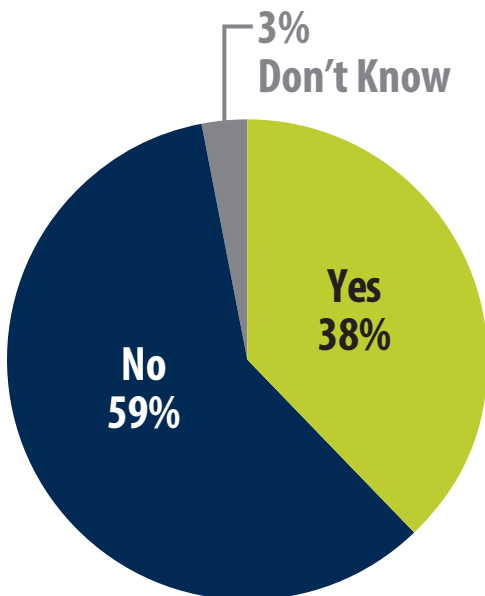
Hours Spent on PA Per Week

Question: Please provide your best estimate of the number of prescription and medical services prior authorizations completed by you yourself and/or your staff for your patients in the last week. Do not include prior authorizations that practice staff completed for the patients of other physicians in your practice.



PA Staffing Burdens

Question: Do you have staff members who work exclusively on PAs?



Initial PA Approvals

54%

of physicians surveyed say at least 70 percent of PA requests are approved on initial request.