



# Prior Authorization: A Call for Connection

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# Roadmap

- ▶ Personal Experience
- ▶ Physician & Patient Perception
- ▶ Patient Advocacy Examples
- ▶ Potential for Connection

# Last Week at the Pharmacy Counter

- ▶ Personal experience showcased disconnects between stakeholders involved:
  - ▶ Healthcare provider and pharmacy
  - ▶ Pharmacy and Employer-sponsored plan
  - ▶ Plan and provider
  - ▶ Pharmacy and patient
  - ▶ Plan and patient
- ▶ Burden on patient





# Physician & Patient Perception (2024 AMA Survey)

- ▶ 93% of physicians report care delays
- ▶ 78% say patients abandon treatment
- ▶ 29% report serious harm or hospitalization
- ▶ 58% report impacted patient job performance
- ▶ Average practice handles 39-45 PA requests/per physician/per week

# Patient Advocacy Examples

- ▶ GI patient + GI medical society achieve CMS waiver during covid
- ▶ GI multi-organization advocacy effort reverses private plan proposed endoscopy policies
- ▶ Cardiology medical society equips patients with codes for physician back office
- ▶ Oncology team secures full-course, rather than one step pre-approval for immunotherapy-based care path
- ▶ Liver patient (rare, metabolic, cancer, transplant) training includes value/reimbursement track

# Potential for Connection

- ▶ Consensus Statement on Improving the Prior Authorization Process (2018, AMA/AHA/AHIP/APhA/BCBSA/MGMA)
- ▶ Increased Transparency (e.g. how is AI being used?)
- ▶ Increased Communication
- ▶ Standardization/Automation (e.g. real time approvals)
- ▶ Understand Appropriate Use (e.g. Gold card waivers)
- ▶ Focus on driving optimal patient outcomes
  - ▶ Use most relevant and recent evidence
  - ▶ Preserve continuity of care



# Key Questions for the Future of Prior Authorization

- ▶ What needs prior authorization?
- ▶ Why? (For what medical reason? Or only for cost-containment?)
- ▶ What information needs to be provided? What is the quality and currency of the information?
- ▶ When/Where in the process?
- ▶ How? (In what format?)
- ▶ To Whom? (Can we create a POC akin to pharma?)

# Thank you

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