

## Patient Experience Survey, November 30 – December 18, 2021

- **Have any of the following happened to you or your family over the past three months? Please answer regarding any kind of prescription medicine for any condition or illness (n= 3,624 Patients who take prescription medicines)**
  - 31%, I had to wait for my insurer to provide prior authorization for a medicine my doctor prescribed
  - 29%, A medicine my doctor recommended or prescribed was not covered by my insurer (excluded from the “formulary”)
  - 24%, My insurer required my doctor to prescribe a different medicine than the medicine my doctor believed would be most effective
  - 18%, I had to try and fail on another medicine before getting the medicine my doctor originally prescribed
  - 18%, My insurance company did not count amounts covered by pharmaceutical company's copay assistance toward my deductible and annual maximum out-of-pocket costs
  - 17%, I had to appeal a decision made by my insurer regarding a prescription medicine
  - **49%, total report experiencing any of the above utilization management practices**
    - Race/Ethnicity Demographics – Report experiencing any utilization management practice
      - 44%, White Americans
      - 55%, Black Americans
      - 64%, Hispanic Americans
    - Disease State Demographics
      - 59%, Mental Health
  
- **In the past 12 months, have you done any of the following related to a prescription medicine you were prescribed? Select all that apply. (n=1,649 patients who reported being subject to a utilization management practice)**
  - 46%, skipped one or more doses
  - 45%, delayed picking up or taking the medicine
  - 37%, did not fill or pick up the medicine from the pharmacy
  - 31%, didn't finish all of the medicine
  - 33%, cut your pills in half
  - 24%, picked up the medicine, but did not take any of the medicine
  - **75%, total reporting any adherence issue**
  
- **Did your health suffer as a result of a non-adherence event (any type reported). (n=1,235 patients who reported being subject to a utilization management practice and reported an adherence issue)**
  - **48% report health suffered as a result of any adherence event**

### *Methodology*

The survey was conducted between November 30 and December 18, 2021, with a final sample size of n=5,000 Americans, including n=3,624 patients taking prescription medicines and 4,264 insured Americans.