

## Patient Experience Survey Qualitative Quotations

*Angelitha, a patient from Georgia: "I would have to try several medications and fail on those before they would pay for one that I really needed. So it's very frustrating. And confusing."*

*Angelitha, a patient from Georgia: "It's scary...when you have a medication that the doctors have prescribed and the insurance company is not covering it...And you are faced with potentially having to pay out of pocket for that medicine. And it's something that just isn't in your budget."*

*Angelitha, a patient from Georgia: "I'm a full-time worker, a full-time grandma, and a caretaker for my elderly mother. And I have spent hundreds of dollars, wasted time and money, trying to get the medication that I needed to work."*

*Angelitha, a patient from Georgia: "Access to affordable care would mean being able to see a doctor or a specialist when you need to, without having to jump through any hoops or get prior authorization. In any medication that you need, to be able to get that without having to go through a lengthy process or debating with the insurance company about what they will cover."*

*David, a patient from Arizona: "I always feel like it's a toss-up. I never feel I know anything about how much insurers are going to cover."*

*David, a patient from Arizona: "If I could pay a little higher premium for my insurance, but that gave me the peace of mind that all my pharmaceuticals would be met? I would feel like that would really be worth it."*

*Gloria, a patient from Illinois: "PBMs are getting billions of dollars in rebates and discounts, but they're not passing it along to the patients, at a reasonable rate. At a reasonable discount."*

*Gus, a patient from Pennsylvania: "Reading from the formulary, as well as the prescription plan, and other information like that...is very onerous, long, wordy, and then some."*

*Jessica, a patient from Georgia: "How is this possible when I have spent thousands of dollars and it's just July? How have I spent so much money and it's not going towards the deductible?"*

*Jim, a patient from North Carolina: "There are times that I feel overwhelmed because of the situation. And...I feel embarrassed that I have to ask people for help."*

*Linda, a patient from Pennsylvania: “Our premiums go up, but it seems like – every year our co-pays are going up. They are decreasing the medications that they want to pay for. So, we are paying more and getting less.”*

**Methodology:**

*PhRMA’s Patient Experience Survey (PES) is a research initiative to explore the challenges Americans face as they navigate the health care system. The poll was conducted among 5,103 American adults (age 18 or older), including 4,720 with insurance, from May 23 – June 1, 2022, using Ipsos’ probability-based KnowledgePanel®, and it is representative of the American adult population. The margin of sampling error is plus or minus 1.5 percentage points at the 95% confidence level, for results based on the entire sample of adults.*

*PES also features qualitative data from hours of focus groups and in-depth interviews conducted with patients nationwide.*