



# PUTTING PROFITS BEFORE PATIENTS:


FINDINGS FROM A 2018 SURVEY OF PHYSICIANS REGARDING THEIR EXPERIENCES WITH HEALTH INSURERS


## THE TOLL FOR PHYSICIANS


### HEALTH INSURERS OVERRIDE DOCTORS' DECISIONS

 **92%** Consider health insurer personnel unqualified to make medical decisions for patients

 **89%** Say they no longer have adequate influence in health decisions for their patients

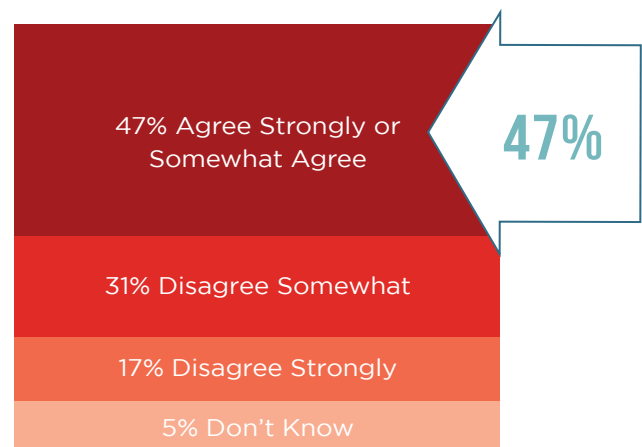
 **87%** Report health insurers interfere with their ability to prescribe individualized treatments

 **79%** Worry health insurers have a negative effect on patient care

 **41%** Recommend that patients order drugs online from countries with lower safety standards to get the prescribed medications


### PATIENT CONFIDENCE IS DECLINING


YES OR NO: Because of insurance company decisions that take away my discretion, patients are losing confidence in the care I provide





ALMOST HALF OF PRIMARY CARE DOCTORS (**48%**) ARE CONSIDERING LEAVING MEDICINE, AND **67%** RECOMMEND AGAINST A CAREER IN MEDICINE.


### HEAVY FINANCIAL & EMOTIONAL BURDEN

 **90%** have diminished time for patients due to administrative requirements

 **85%** feel frustrated when they encounter health insurance-related issues

 **77%** have hired more administrative staff to handle paperwork

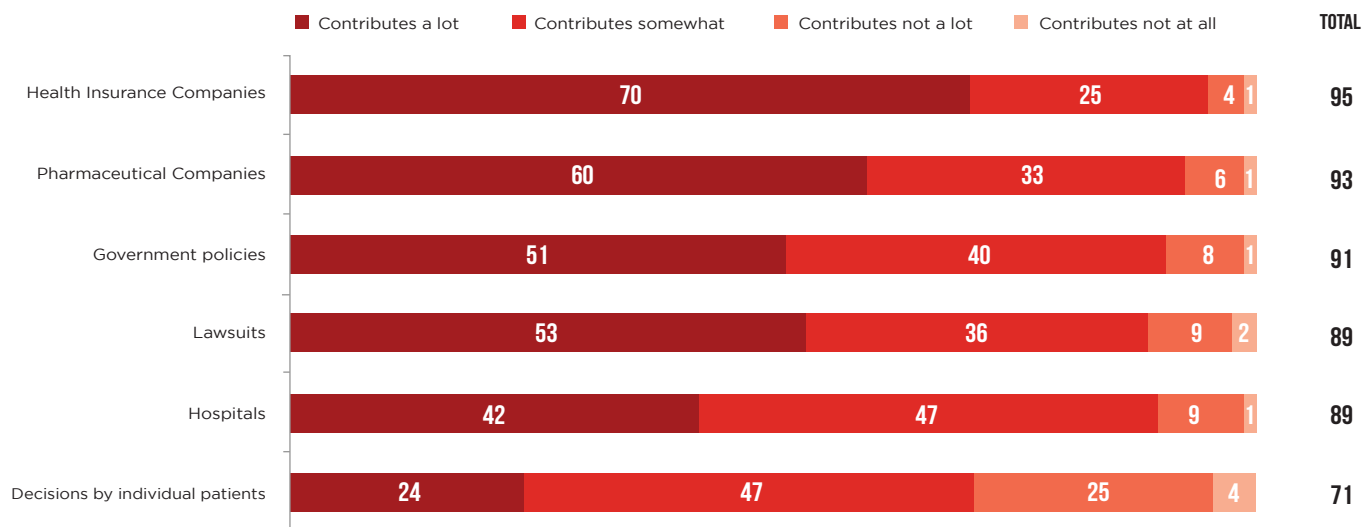
 **65%** believe they face greater legal risks due to health insurers' decisions

 **37%** say half or more of daily stress is due to insurance problems

# THE TOLL FOR PATIENTS

## DOCTORS SAY HEALTH INSURERS ARE MOST RESPONSIBLE FOR RISING HEALTH CARE COSTS

How much do the following industries contribute to rising health care costs?



### ACCESS BARRIERS OF TOP CONCERN

**91%** say insurers engage in **nonmedical switching**, which forces stable patients to take less costly and potentially less effective medicine

**91%** state that **prior authorization**, a time-consuming process to get insurers' approval for a treatment, delays needed care

**90%** criticize **step therapy** policies, which force patients to try and fail on cheaper, sometimes less effective treatments before plans will cover what doctors prescribe

**89%** say insurers use predetermined **formulas for decision-making** rather than allowing for patient-centered care

**DUE TO INSURERS' ACCESS BARRIERS, SUCH AS PRIOR AUTHORIZATION, 87% OF DOCTORS SAY PATIENTS' CONDITIONS HAVE WORSENERD, AND 83% FEAR THEIR PATIENTS MAY EXPERIENCE PROLONGED PAIN.**

Conducted for Aired Alliance by David Binder Research, the survey involved online interviews with 600 physicians practicing family medicine, internal medicine, pediatrics, and obstetrics/gynecology in the U.S. between February 25 and March 2, 2018. The margin of sampling error is  $\pm 4.0$  percent at the 95 percent confidence level. To view the survey, please visit [www.AimedAlliance.org/providerperceptionssurvey](http://www.AimedAlliance.org/providerperceptionssurvey).

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