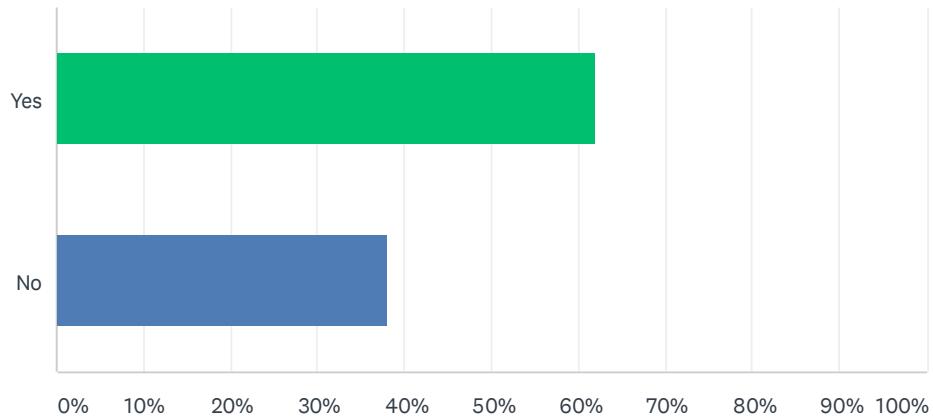


# Q1 Has your practice seen a delay in patient care due to not being able to obtain timely prior authorizations from the insurance company?

Answered: 42 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.90%	26
No	38.10%	16
TOTAL		42

## Q2 If yes, what obstacles do you encounter in obtaining the prior authorizations?

Answered: 17    Skipped: 25

#	RESPONSES	DATE
1	They take longer than usual lately	7/23/2021 12:18 PM
2	Delay in initial consultation. Also delays in auth for infusion therapy.	7/23/2021 11:05 AM
3	Peer review scheduling, Blue Distinction Centers	7/23/2021 10:27 AM
4	Peer-to-peers have increased	7/23/2021 9:53 AM
5	Long hold times, changes in information requested, and lengthy processing time.	7/23/2021 9:36 AM
6	The Insurance companies are now asking for 15 days or more to approve procedures, even when it is explained that patient needs to be treated sooner. It is becoming very frustrating, as we are trying to take care of their patients and they are holding up the process with delays of approving the procedures, etc.	7/23/2021 9:36 AM
7	The need for more information.	7/23/2021 9:27 AM
8	It is the main reason for delays!!!!!!!!!!	7/23/2021 9:27 AM
9	Lack of communication on the insurance provider's end	7/23/2021 9:04 AM
10	Long hold times	7/23/2021 9:03 AM
11	delay in obtaining medication	7/23/2021 8:35 AM
12	The turn around time of the insurance carrier. Excuses of they do not have enough staff. The transfusions and infusions can't wait weeks for them to determine medical necessity. The amount of failure on other treatments is a barrier.	7/23/2021 8:27 AM
13	Turn around time, more documentation, peer-to-peer, change diagnosis, etc. etc. Still deny for conservative treatment that just delayed the testing.	7/23/2021 8:25 AM
14	Receiving "no pre cert necessary", scheduling surgery, then day before surgery, receiving 'additional documentation required' from Aetna resulting in patient's surgery cancelled and need to reschedule at a later date once pre cert is granted.	7/23/2021 8:25 AM
15	timely peer to peer phone call with providers and insurance denials, staffing shortages in prior auth department causing time to lapse before providers offices know its a time crunch, lack of education for medical assistants to know what to say to get the approvals when they do their own.	7/23/2021 8:24 AM
16	Companies that have an online way of obtaining prior auths are much more efficient. Those who you have to make a phone call for are the biggest obstacle.	7/23/2021 8:23 AM
17	reschedules, missed appointments, mad patients and delay in care	7/23/2021 8:21 AM