

# ELECTRONIC PRIOR AUTHORIZATION: UPDATE ON AUTOMATION

---

LUKE FORSTER-BROTEN  
DIRECTOR, PRODUCT INNOVATION  
SURESCRIPTS

APRIL 28, 2020

# SOLVING PRIOR AUTHORIZATION THROUGH AN ELECTRONIC PROCESS



**TWO-THIRDS**

**of physicians** are anxious and burned out. Of these physicians, family doctors report **the highest burnout rate at 47%.<sup>1</sup>**



**80%**

of prior authorization requests **require follow up** from benefit plans.<sup>2</sup>



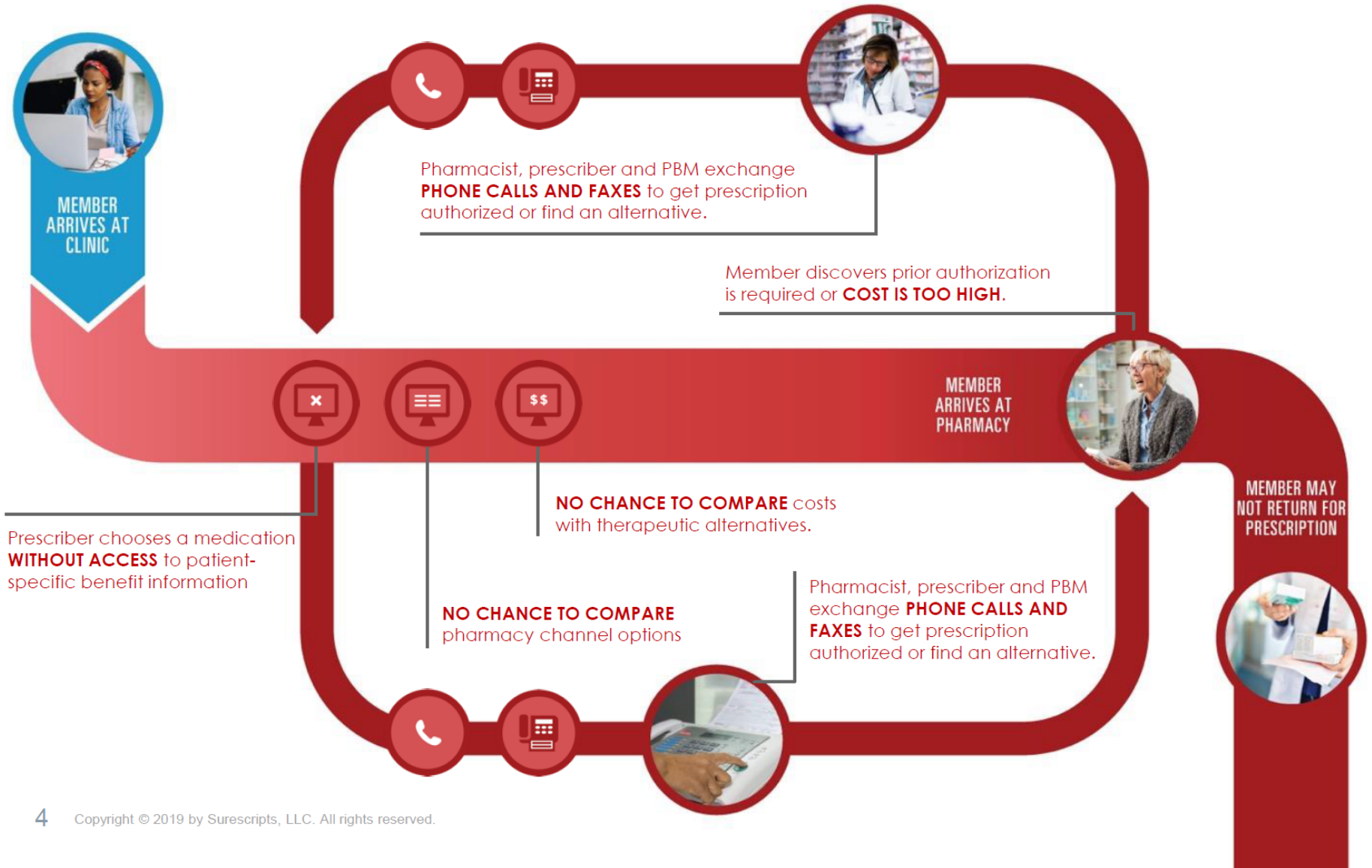
**More than 66%**

of pharmacies **have to call the health plans** to get drug formulary coverage information.<sup>3</sup>

# AN EVOLVING PROCESS

---

# A MANUAL PRESCRIBING EXPERIENCE



# ENHANCED PRESCRIBING IN ACTION



# ELECTRONIC PRIOR AUTHORIZATION: WHAT IT PROVIDES

---

1

Proactively  
notify providers  
of medication  
prior  
authorization  
requirements

2

Prior  
authorization  
questions  
specific to  
patient, plan  
and medication

3

Pre-population  
of required  
patient  
information

Reduced office complexity and frustration with real-time prior authorization responses from health plans

# ELECTRONIC PRIOR AUTHORIZATION: IN WORKFLOW

**Drug Search** Favorites Current Meds Therapeutic

Drug:

- Prometrium 250 MG Tablet (On Formulary, Not)
- Progesterone 250 MG Tablet (On Formulary, Pref. Le
- Aggestin 250 MG Tablet (On Formulary, Pref. Level 1

sig:

Qty:  Units:

Refills:  Days:

**Jane Doe**  
DOB: 4/1/1966  
Insurance: ABC Health Plan  
Alerts: (none)

Patient Information  
Encounter Detail  
Notes

Order Summary (1)  
Amitriptyline/Chloridazepoxide 25  
Prometrium 250 MG Tablet, Qty: 30

Prior Authorizations (3)  
Medication Reference  
Specialty

Pharmacy:

Alert	Drug Name	Drug	Retail (30 Day Supply) ABC Pharmacy	Retail (90 Day Supply) ABC Pharmacy	Mail Order (90 Day Supply)
MedReq	Prometrium 250 MG Tablet	Prometrium 250 MG Tablet	<input checked="" type="checkbox"/> \$133.28	<input type="checkbox"/> \$388.50	<input type="checkbox"/>
	Prior Authorization	Progesterone 250 MG Tablet	<input type="checkbox"/> \$5.00	<input type="checkbox"/> \$15.00	<input type="checkbox"/>
		Amitriptyline/Chloridazepoxide 25 MG Tablet	<input type="checkbox"/> \$10.00	<input type="checkbox"/> \$30.00	<input type="checkbox"/>
	Alternative	Aggestin 500 MG Tablet	<input type="checkbox"/> \$7.00	<input type="checkbox"/> \$15.00	<input type="checkbox"/>

**Selected drug is flagged as requiring a prior authorization**

**The PAInitiationRequest can be generated automatically and managed through integrated Electronic Prior Authorization functionality**

# THE GROWTH OF ELECTRONIC PRIOR AUTHORIZATION

---



# TRANSITIONING TO ELECTRONIC PRIOR AUTHORIZATION

## DRIVING ADOPTION

We have learned four key lessons as we support the industries move to Electronic Prior Authorization, centered around supporting:

- Provider Experience
- Collaboration by Standards Bodies
- Data Quality



Focus on the holistic process.



Include all patient groups.



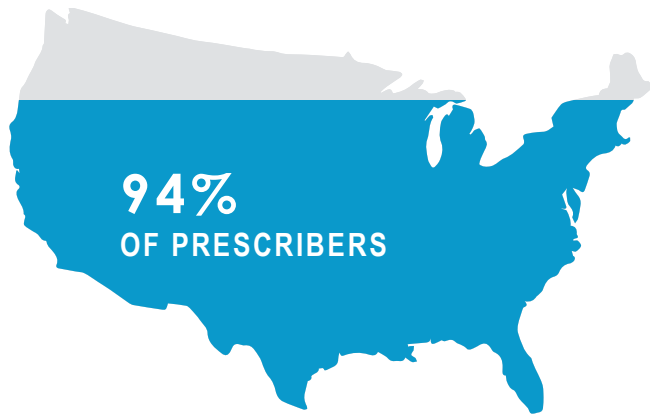
Emphasize speed and accuracy.



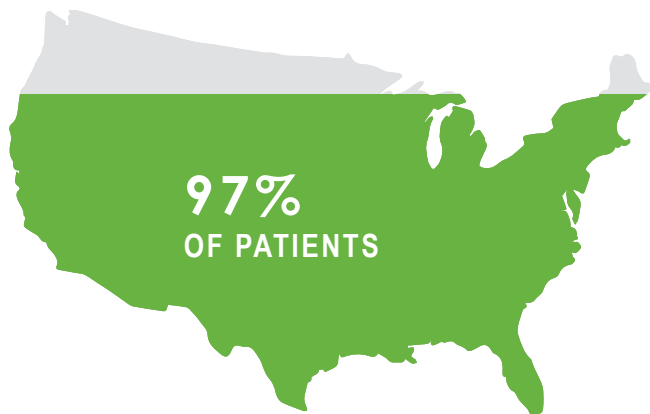
Drive change in workflow.

# RAPID RATE OF GROWTH

## ELECTRONIC PRIOR AUTHORIZATION



have EHRs signed on for Electronic Prior Authorization



are covered by PBMs using Electronic Prior Authorization

## TOP 5 SPECIALTIES USING ELECTRONIC PRIOR AUTHORIZATION

1

FAMILY PRACTICE

2

INTERNAL MEDICINE

3

PSYCHIATRY

4

PEDIATRICS

5

NEUROLOGY

# GROWTH OF REAL-TIME PRESCRIPTION BENEFIT REDUCES ELECTRONIC PRIOR AUTHORIZATIONS

PRESCRIPTIONS FLAGGED FOR PRIOR AUTHORIZATION



**28 PERCENT**  
CHANGED TO A DRUG WITH NO PRIOR  
AUTHORIZATION REQUIRED



**MORE THAN 158,000 HOURS**  
OF POTENTIAL WAIT TIME ELIMINATED PER MONTH

# ELECTRONIC PRIOR AUTHORIZATION: A CASE STUDY

## Aurora Health Care

### Pre-implementation

Day after prescription written:  
30% **requests started**

Average of **22 active minutes**  
to complete

### Post-implementation

Day after prescription written:  
75% **requests completed**

Average of **12 active minutes**  
to complete



**6%**

INCREASE IN FIRST FILL  
ADHERENCE FOR ALL DRUGS



**>2 DAYS**

REDUCTION IN PRIOR  
AUTHORIZATION WAIT TIME

**QUESTIONS?**



**[surescripts.com](https://surescripts.com)**