Patient experience with Fail First policies

Poll conducted by Morning Consult on behalf of the PAN Foundation

December 2023
Methodology: This poll was conducted between December 2-4, 2023 among a sample of 2,202 adults. The interviews were conducted online and the data were weighted to approximate a target sample of adults based on age, gender, race, educational attainment, region, gender by age, and race by educational attainment. Results from the full survey have a margin of error of plus or minus 2 percentage points.
Experience with Fail First policies
One-in-six (16%) adults say their health insurance provider has required them to ‘fail first’ before authorizing medication prescribed by their provider. One-fifth (20%) of those commercially insured have been required to ‘fail first’.

As you may know, Fail First policies (also known as Step Therapy) are health insurance policies that require patients to try and fail an insurer-preferred medication before covering the medication that was originally prescribed. To the best of your knowledge, has your health insurance provider ever required you to 'fail first' before authorizing the medication your health care provider originally prescribed?

Among adults covered by health insurance

<table>
<thead>
<tr>
<th>Insured Adults</th>
<th>Yes (16%)</th>
<th>Don't know/Unsure (26%)</th>
<th>No (59%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercially Insured</td>
<td>20%</td>
<td>27%</td>
<td>53%</td>
</tr>
<tr>
<td>Federally Insured</td>
<td>12%</td>
<td>26%</td>
<td>63%</td>
</tr>
</tbody>
</table>

n=2,019, MOE: 2%

n=955, MOE: 3%

n=957, MOE: 3%
Most (55%) adults who have been required to ‘fail first’ say the policy delayed their access to the medication their health care provider originally prescribed by up to 11 weeks.

Approximately how many weeks did the 'fail first' policy delay your access to the medication your health care provider originally prescribed?

Among adults who have been required to ‘fail first’ (n=316; MOE: 6%)

<table>
<thead>
<tr>
<th>Duration</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 4 weeks</td>
<td>16%</td>
</tr>
<tr>
<td>4-7 weeks</td>
<td>21%</td>
</tr>
<tr>
<td>8-11 weeks</td>
<td>18%</td>
</tr>
<tr>
<td>12-15 weeks</td>
<td>14%</td>
</tr>
<tr>
<td>16-19 weeks</td>
<td>6%</td>
</tr>
<tr>
<td>At least 20 weeks</td>
<td>9%</td>
</tr>
<tr>
<td>Don't know/Unsure</td>
<td>16%</td>
</tr>
</tbody>
</table>
The majority (59%) of adults who have been required to ‘fail first’ say they appealed their health insurance provider’s request.

Did you appeal your health insurance provider's request to 'fail first' before authorizing the medication your health care provider originally prescribed?

Among adults who have been required to ‘fail first’ (n=316; MOE: 6%)
One-fifth of adults say they had to visit the emergency room (21%) or be admitted to the hospital (20%) as a result of needing to ‘fail first.’

Did you experience any of the following as a result of needing to ‘fail first’? Select all that apply.

Among adults who have been required to ‘fail first’ (n=316; MOE: 6%)

- Visit to your health care provider or a specialist to discuss symptoms: 40%
- Persistent or new symptoms: 36%
- Visit to the emergency room: 21%
- Being admitted to the hospital: 20%
- None of the above: 19%
Appendix
Sample distribution—adults who have ever been required to ‘fail first’

GENDER
- Male: 56%
- Female: 44%

AGE
- 18-34: 23%
- 35-44: 43%
- 45-64: 25%
- 65+: 9%

INCOME
- Under 50k: 42%
- 50k-100k: 33%
- 100k+: 26%

RACE/ETHNICITY
- White (Non-Hispanic): 60%
- Hispanic: 20%
- Black (Non-Hispanic): 11%
- Other (Non-Hispanic): 9%

COMMUNITY
- Urban: 41%
- Suburban: 41%
- Rural: 18%

REGION
- Northeast: 19%
- Midwest: 20%
- South: 33%
- West: 28%

EDUCATION
- < College: 23%
- Bachelors degree: 57%
- Post-grad: 20%

HEALTH INSURANCE
- Federally Insured: 60%
-商业保险: 35%
- Other: 5%

n=316; MOE: 6%