PRIOR AUTHORIZATION STORIES: IMPACTS ON PATIENT CARE

PRIOR AUTHORIZATION CAUSES PATIENT DEATH

After diagnosing a North Carolina man with treatable bile duct cancer, **the physician ordered a standard treatment for this patient.** One week later, the insurance company requested a peer-to-peer meeting to discuss the treatment plan. Despite the standard-of-care plan, the insurance company stated that the prescribed regimen was not on its treatment algorithm and would not be approved.

The physician continued submitting three different care plans and had multiple peer-to-peer conversations with the insurer. Each care plan was denied by the patient's insurance, even though all treatment was considered standard care. This back and forth process took over one month, during which the patient received no care for his aggressive cancer. **As a result, the patient's condition worsened, he was no longer eligible for treatment, and he went to hospice.**

PRIOR AUTHORIZATION INTERFERES WITH OPTIMAL CARE

Several studies have demonstrated memory impairment with the use of overactive bladder medications in patients over 65. **Unfortunately, the majority of the medications that are covered by Medicare in North Carolina and similar plans are on the list that can cause irreversible memory impairment.** The drug that do not cause memory issues are not covered. **We are asking our patients to decide between their dignity, their safety, and their pocket books.**

PRIOR AUTHORIZATION CAUSES DELAYS IN TREATMENT

A 65 year old North Carolina patient reported waiting 2 months to have her breast cancer removed via surgery due to prior authorization delays. Another 50 year old North Carolina patient had an ovarian mass that was found through an ultrasound. This mass was suspicious for ovarian cancer. Her physician ordered a CT scan to confirm the cancer diagnosis. **Not only was a prior authorization required but her insurance company argued about the necessity of performing a CT scan for a patient with a high likelihood of having ovarian cancer.**