

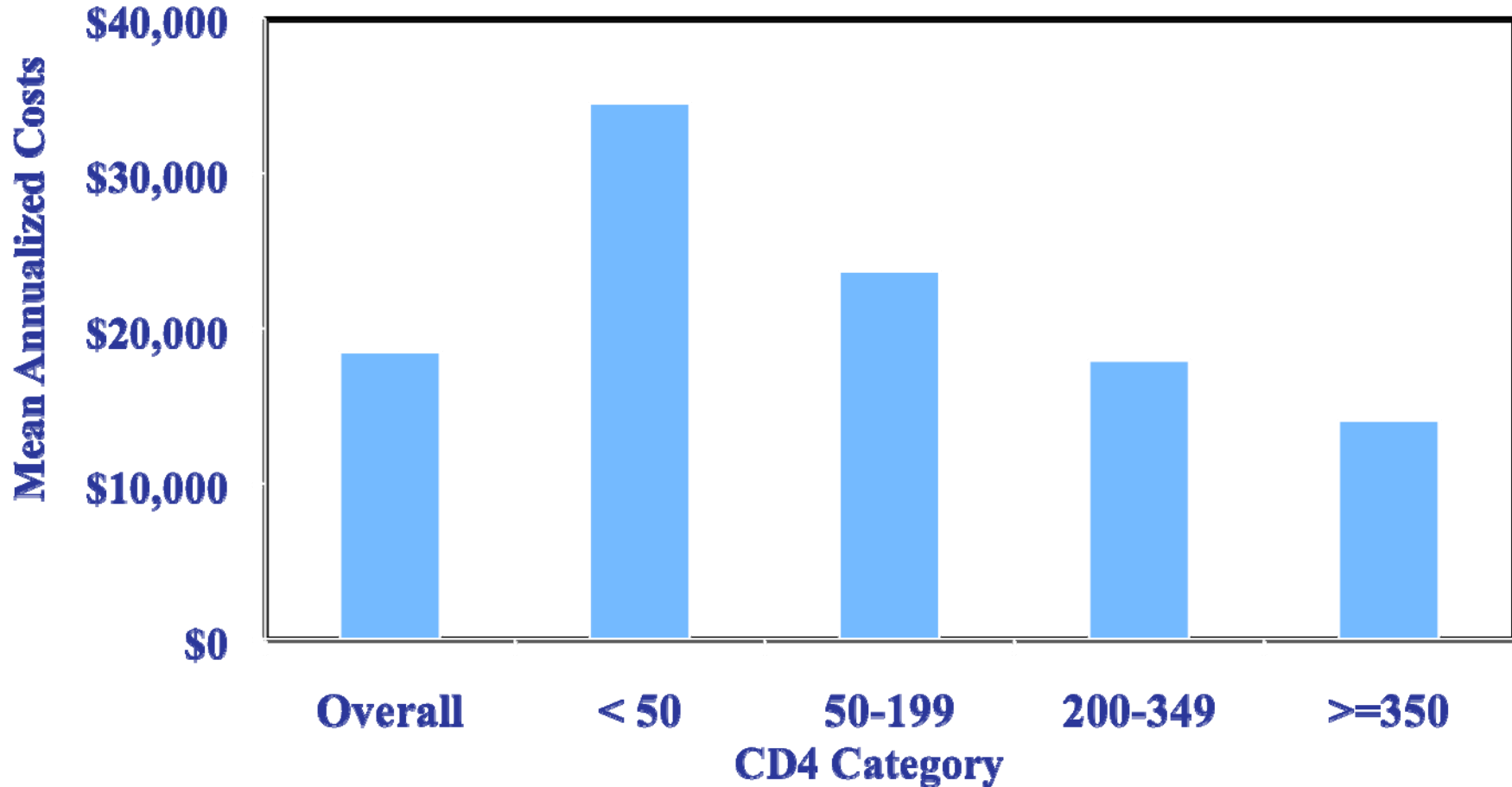
HIDDEN COSTS OF CARE

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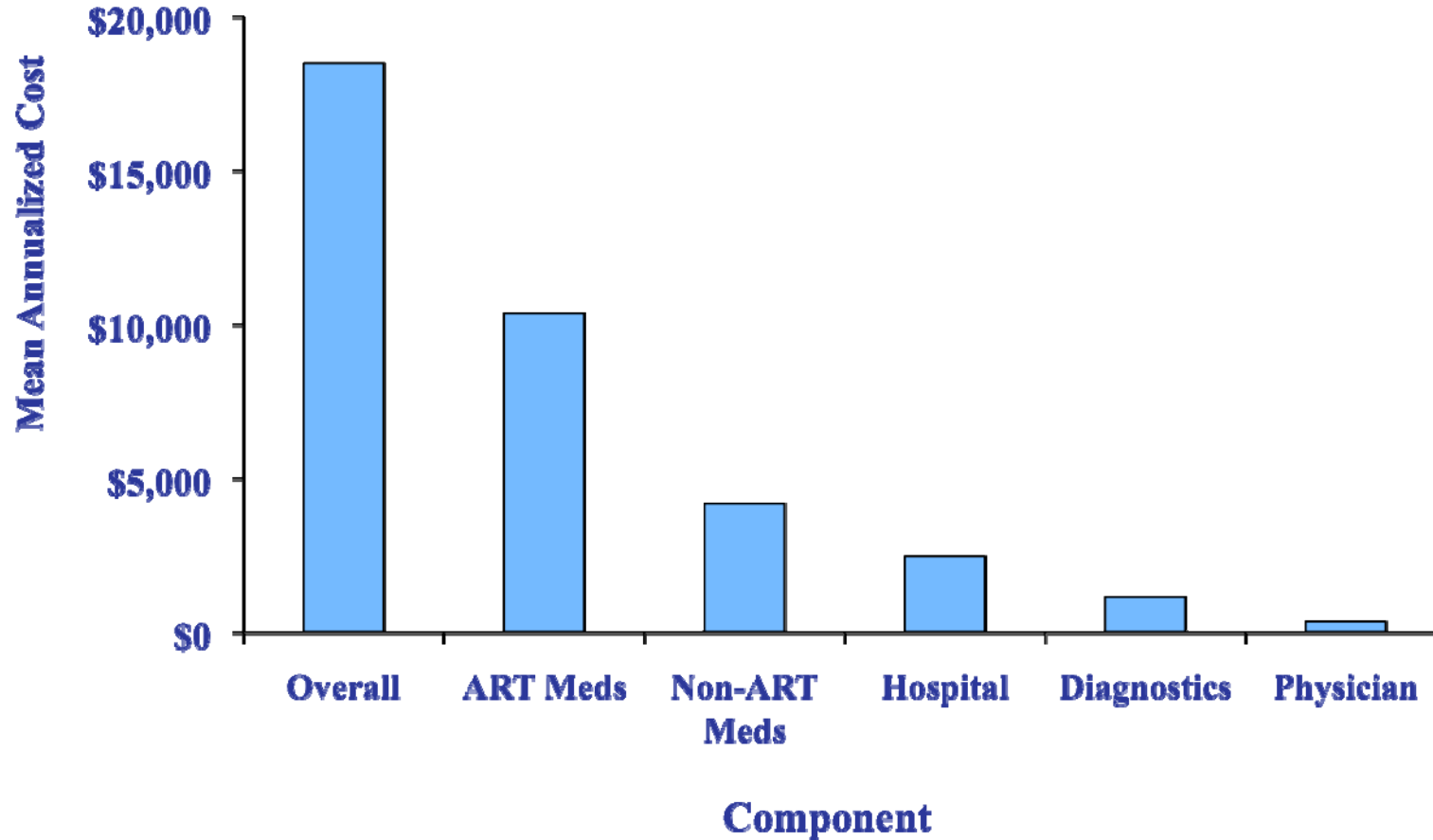
UAB Center for AIDS Research

University of Alabama at Birmingham

Mean Annual Total Patient Costs by CD4 Count (cells/ul)

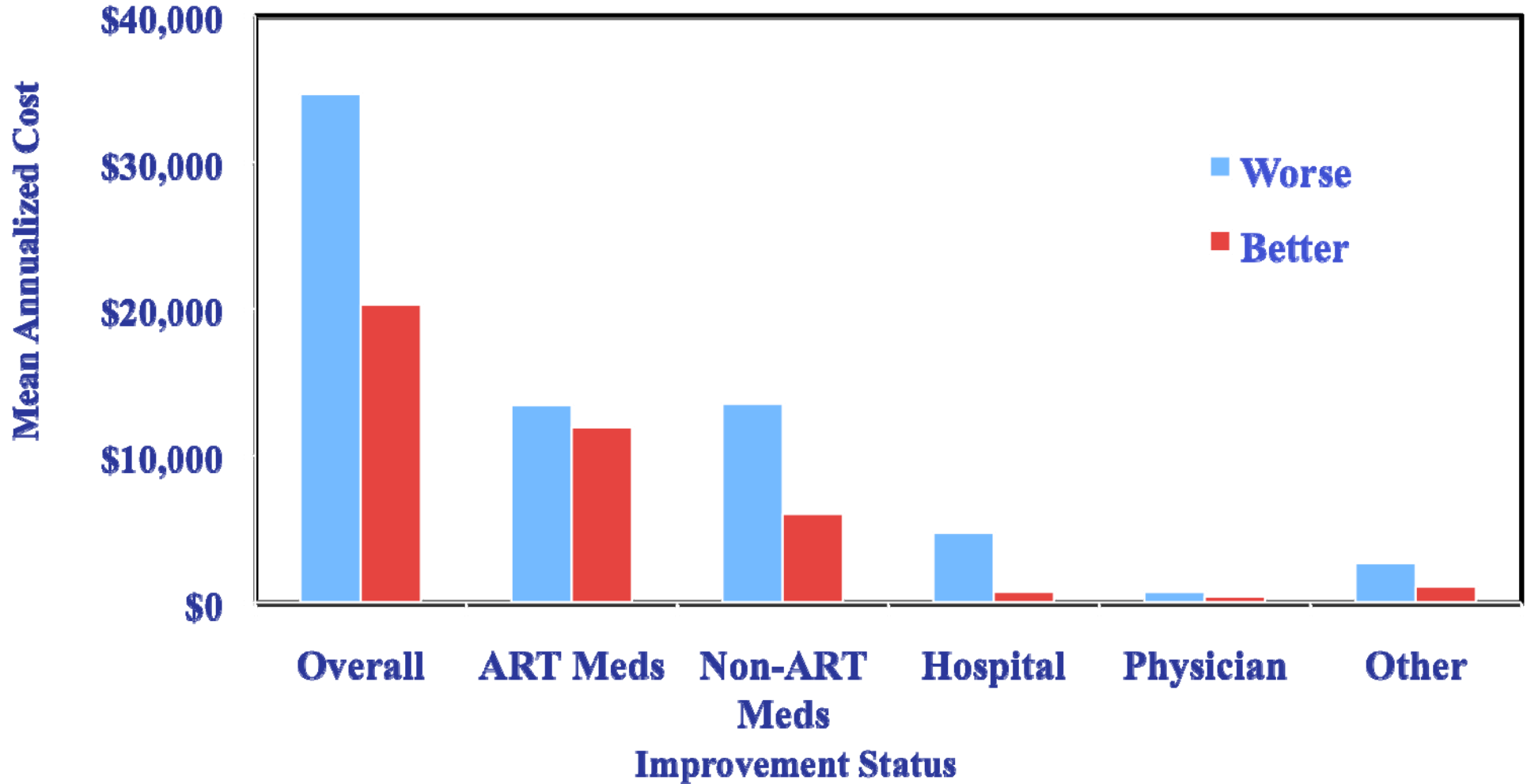


Mean Annual Total Patient Costs by Component



Mean Annual Total Patient Costs by Component and Improvement

(CD4: 50-199 cells/ul)



Hidden Costs

- ◆ Filing Paperwork
- ◆ Submitting Claims
- ◆ Regulatory Compliance
- ◆ Prior Authorizations

Prior Authorization: Background

- Prior authorization (PA) imposed by third party payers
- “Cost-containment” measure
- Creates significant hardships on providers and patients
- The clinic-level (provider) costs of processing PA medication requests have not been reported.

Prior Authorization: Study Objectives

- Define the characteristics and outcomes of PA requests over a two year period
- Determine the cost per PA request based on personnel time processing requests

Prior Authorization: Methods

- All medication PA requests for patients at the UAB 1917 HIV Clinic from 2006-2007 were evaluated.
- Time spent processing requests by clinic personnel was tracked
- Descriptive statistics were employed

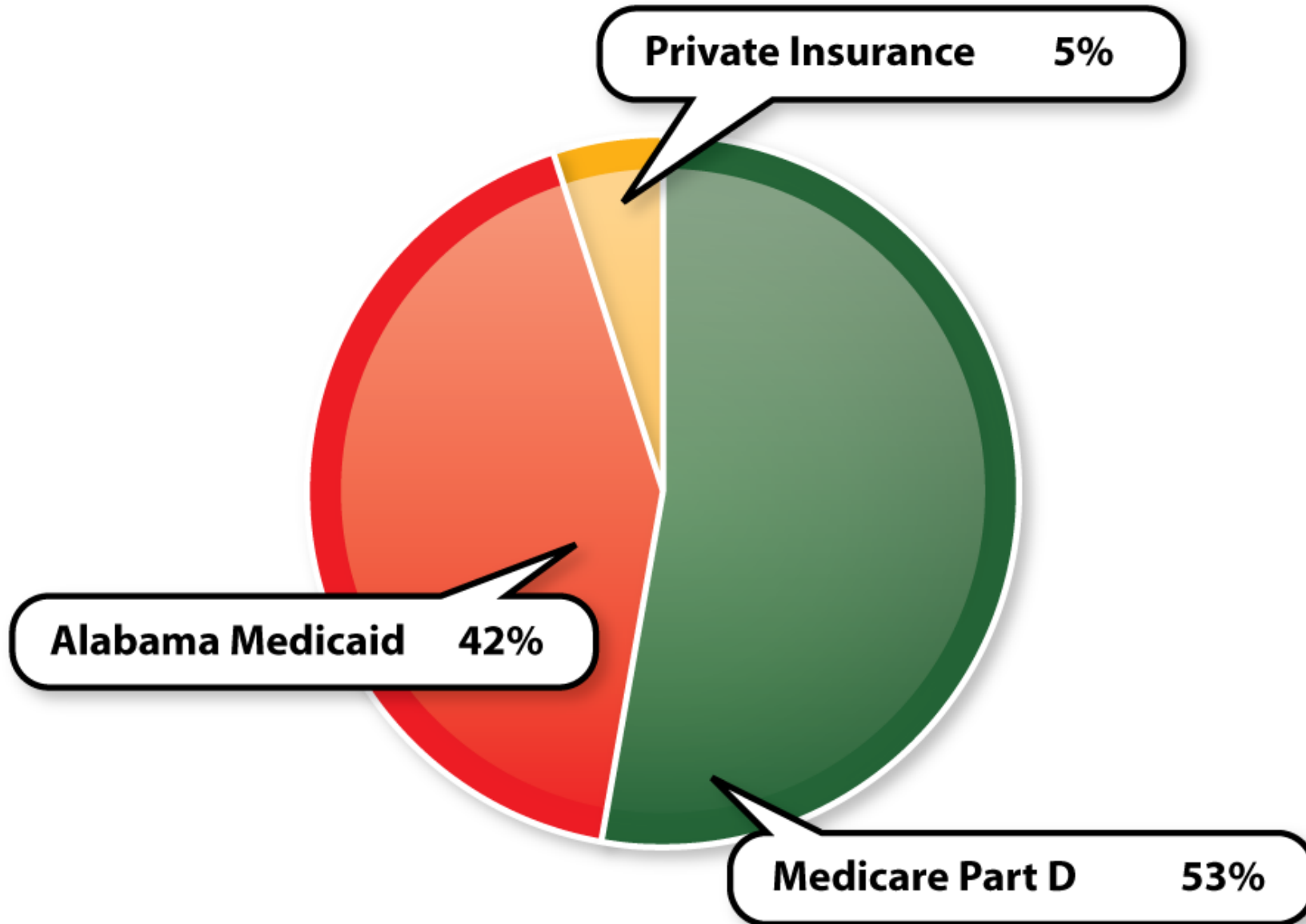
Prior Authorization: Results

- 288 PA requests from 144 patients were processed in this 2 year study period.
- Personnel cost per PA request was US \$21.40**
- Time investment: NP (mean 26.8 ±18.4 minutes) and a clerk (6.5 ± 2.9 minutes)
- First time or initial requests (n=224; 78%)
- Renewal requests (n=64; 22%).

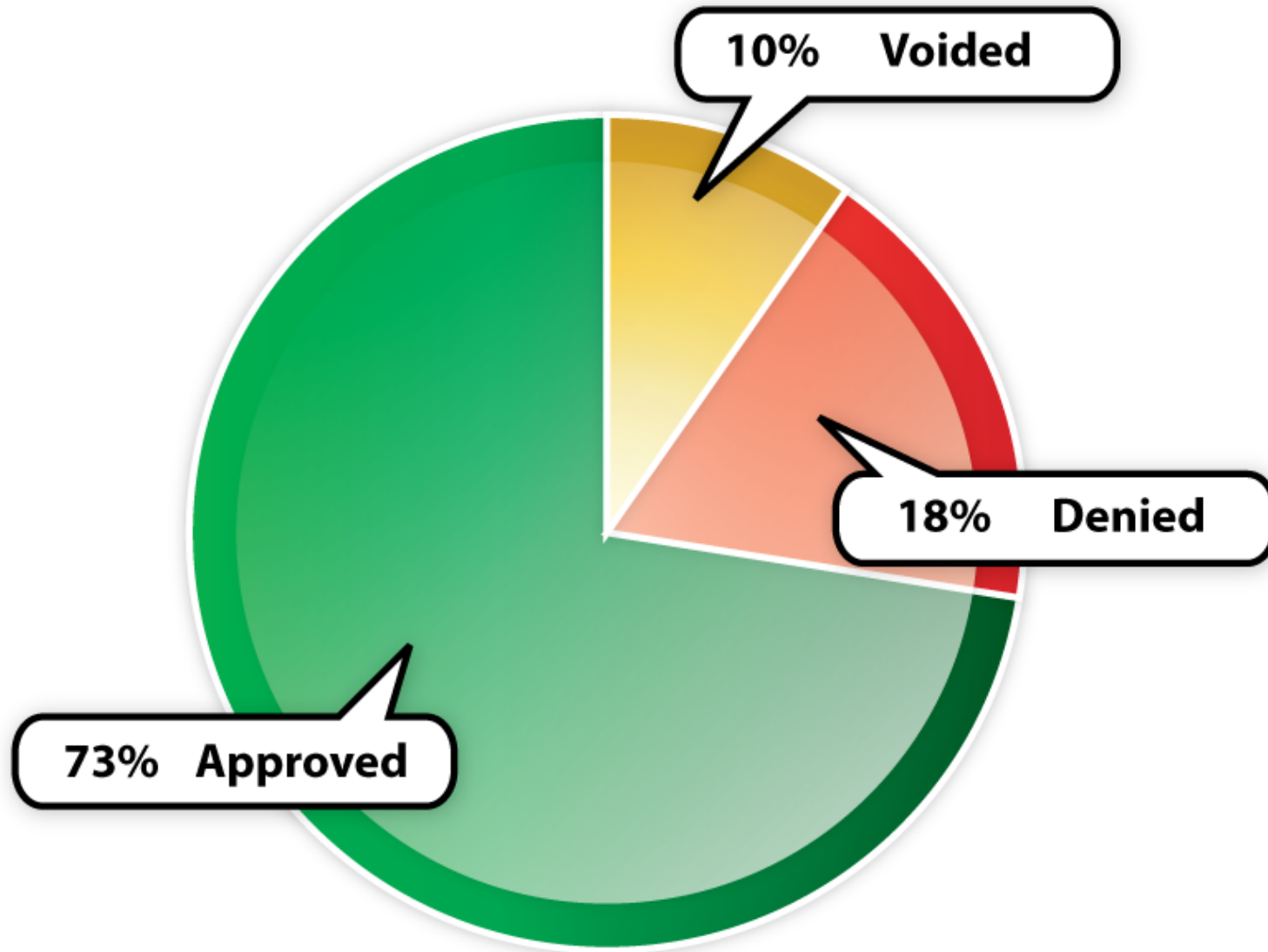
Prior Authorization: Results

Characteristic (n=288)	Mean \pm SD
Pages of Paperwork	5.8 \pm 6.5
NP time per PA request (minutes)	26.8 \pm 18.4
Clerk time per PA request (minutes)	6.5 \pm 2.9
Notification time (days)	3.1 \pm 5.8
Estimated personnel cost per PA request	\$21.40
Remuneration for processing PA requests	\$0.00

Sources of PA Requests



Outcomes of PA Requests



Prior Authorization: Costs

Slide #13

1 Processed PA =

- ◆ 1/3rd Reimbursement of a Level 3 Visit
- ◆ Lost NP productivity
 - 27 minutes = 1.4 pts not seen / PA
- ◆ Patient Cost: 3.1 +/- 5.8 days delay in Medication Access

1 Processed PA =

FRUSTRATION
for ALL

What to do?

- ◆ **Expose the Abuse of Providers**
- ◆ **Advocate for Health Care Reform**
- ◆ **Hold Health Insurance Companies / Medicare Part D Accountable**
- ◆ **Reconfigure Pharmaceutical Discounts to benefit Patients and Providers**