Automating Prior Authorization
Results of an Industry Survey

Plans are making efforts to streamline prior authorization with most looking to technology solutions.

- **72%** of plans are using electronic prior authorization to streamline requests for medications
- **66%** of plans are using electronic prior authorization to streamline requests for medical services

**81%** of plans reported that the greatest opportunity to reduce variation in prior authorization programs is to use technology and electronic prior authorization solutions.

Three Biggest Opportunities for Improving Prior Authorization Programs

- Automating the Prior Authorization Process (84%)
- Provider Participating in Risk Contracts (49%)
- Evidence-Based Care Adoption (42%)

Most Common Barrier to Automating Prior Authorization Programs

- Provider Does Not Use Electronic Health Records Enabled for Electronic Prior Authorization (58%)

An industry-wide survey on prior authorization practices of commercial plans was conducted via a web-based tool in September-December of 2019. The survey results are based on responses from 44 plans covering 109 million commercial enrollees.

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