



## Utilization Management Impacts on People with Cancer

### Prior authorizations

**85%** faced prior authorization for treatments during cancer

**76%** in the last year alone, often multiple times

### Delays and inefficiencies

**95%** of authorizations were eventually approved, but only after:

**29%** experienced diagnostic delays

**40%** faced treatment delays

### Time lost by those navigating authorization

**51%** lost up to a full business day

**27%** lost up to 2-3 business days

**12%** lost a full business week or more dealing with a single authorization

### Coverage stoppage

**14%** experienced abrupt coverage stoppages in the past year

**64%** of those experienced treatment interruption

Among those who switched treatment due to coverage stoppage:

**45%** reported worse side effects, **38%** said the new treatment cost more

### Red tape and insurance

Employer Plan enrollees faced the most red tape, followed  
by Medicare Advantage, then Traditional Medicare

### Awareness and confidence

**77%** didn't know what pharmacy benefit managers (PBMs) do

**1 in 4** lacked confidence in understanding their coverage and costs

### Worsened well-being due to insurance problems

**36%** reported worsened stress

**34%** reported worsened finances

**29%** reported reduced trust in the healthcare system

### Risky trade-offs

About **1 in 5** rationed or skipped medications because of cost burdens