Americans Sound the Alarm on Abusive Insurance Practices and Call for Patient-Centered Solutions

Recent Ipsos/PhRMA surveys underscore Americans’ frustrations with the current health care system and the health insurance practices that exacerbate access and affordability challenges.

Key findings from the survey reveal:

1. **Americans Feel Congress is Out of Touch with Their Health Care Needs**
   
   Americans are clear – rising health insurance costs and decreasing coverage are their top health care concerns and the issues they want to see policymakers address.
   
   - **87%** of Americans say that politicians have lost touch with what the public needs from their health care.
   - Only **2%** of people taking prescription medicines feel that drug prices are the most important health care issue to them; instead, patients highlight health insurance coverage and costs (9%) and COVID (14%) as their top health care concerns.

2. **Insurance-Imposed Barriers Overwhelmingly Burden Patients**
   
   Americans are frustrated with health insurance coverage that is difficult to navigate and unaffordable.
   
   - **86%** of Americans agree that Congress should focus on cracking down on abusive health insurance practices that make it harder for people to get the care they need.
   - **43%** of people who take prescription medications have themselves or their families faced at least one insurance barrier to their care – such as prior authorization, fail-first or formulary restriction – in the past year.¹

¹ See [here for full question wording](#)
It could save some Medicare patients money on their prescription drug costs.

The federal government and health insurance companies could save money by paying less for prescription drugs for people on Medicare.

It could make our country more dependent on other countries for future essential medicines.

It could lead to less research and development for new medicines and treatments.

It could delay people’s access to newer prescription medicines.

It could limit people’s access to newer prescription medicines.

Would you support or oppose allowing government negotiation of some drug prices if you knew it had the following impact?

- **Total Support**
  - 70%
  - 52%
  - 18%
  - 17%
  - 15%
  - 14%

Source: Ipsos, February 11-16, 2022
n= 2,510 American adults

- Instead, they prefer solutions that protect and incentivize research and innovation. **80%** of Americans agree it’s important to ensure ongoing R&D is protected and properly incentivized to continue the development of medicines to treat cancer, cardiovascular disease, neurological conditions and other illnesses.

Americans Prioritize Legislation that Tackles Insurance Costs and Barriers

Americans want Congress to focus on addressing their top health care concerns - insurance coverage and costs.

- **82%** agree that lowering out-of-pocket costs for health care should be a top priority for Washington.

- **76%** of patients taking medicines are more likely to prefer a health insurance plan where they pay a slightly higher premium each month if it provides better coverage and pay less out of pocket.

As policymakers consider solutions to address these challenges, they should recognize that Americans want Congress to prioritize addressing their real concerns – health care coverage and what they pay out of pocket. Middlemen, like insurers and pharmacy benefit managers, can help promote patient-centered solutions like sharing the savings to support this end. Learn more about how we’re working to improve the health care system at phrma.org/betterway.

For more details on the Ipsos/PhRMA polls click here and here.