

Vision and Ethics

Vision Statement

Facilitate industry level change in the prior authorization process by advocating for innovative and accessible process solutions that will benefit all stakeholders in the prior authorization landscape.

Historical Summary

In winter 2020 Connex Health and The Pangaea Group conducted an examination of the prior authorization process by conducting qualitative interviews with stakeholders involved in the process. The results were published in the white paper on Private Payer Prior Authorization in Canada in fall 2020, which is available in the news section of the site. The white paper was financially supported by AMGEN and Gilead Sciences Canada, Inc.

Consultants, Denise Balch, President, and founder of Connex Health and Bev Herczegh, Director and Consultant at The Pangaea Group conducted the research. Ms. Balch has extensive expertise in the employee benefits field, and Ms. Herczegh in pharmacy.

After the white paper Ms. Balch and Ms. Herczegh were engaged to act on the recommendations in the white paper which included:

- Additional field research to explore the potential for an electronic prior authorization solution for specialty drugs claims subject to prior authorization
- Advocacy for the move to a simplified process for prior authorization, including prior authorization
- Development of a microsite under the Simplify Prior Authorization banner as a resource for information and activities related to prior authorization

Since 2021, the Simplify Prior Authorization initiative has been managed by Denise Balch at Connex Health and her team, along with an advisory board and several working groups with representation from payers, patient groups, patient support providers and brand pharmaceutical manufacturers. Other subject matter experts have been engaged as required. A new Simplify Prior Authorization website launched in January 2023 represents an expanded platform for advocacy, information, and new resources for all prior authorization stakeholders. The site will continue to expand in 2023 to provide more information, resources, and research.

Our work is guided by a set of values and standards laid out in our code of conduct. Any initiative or solution that we support will meet the following criteria:

Agnostic

The result of a collaborative approach between stakeholders and result in the adoption of an agnostic process solution that will deliver improvements in the current prior authorization process.

Patient centric approach

Measure any developments in the prior authorization process against the needs of patients to ensure a patient centric approach. The process solution must facilitate timely access of appropriate therapies to the right patient.

Innovation

Advocate for the creation and delivery of accessible and common-sense solutions to tackle current challenges in the PA landscape.

Collaboration

Promote participation and contribution from multiple stakeholders to work towards practical solutions as part of our guiding principles.

Efficiency

Deliver improvement in the prior authorization process that will create efficiencies in time to access therapies. This includes the implementation of technology solutions that will

- Make the claims process easier for patients, physicians, and other stakeholders to navigate
- Enable faster, more informed reimbursement decisions by payers

Simplicity

Improve the user experience, whether the user is a physician, patient, patient support program, or payer. Facilitates communication and comprehension between stakeholders.

The goal of the Simplify Prior Authorization initiative is to enable stakeholders to advocate and facilitate improvements in the prior authorization process that will benefit all stakeholders, in particular patients. To do this we will:

1. Act with integrity by providing accurate and objective information about prior authorization to stakeholders and the private payer industry in all our resources and communications.
2. Produce communications that present the current environment and potential solutions fairly, without bias.
3. Ground our activities and communications on research and insights from experts in their field.
4. Guarantee confidentiality of information that is proprietary and for individuals that request it.
5. Create online content that complies with accessibility standards.
6. Conduct ourselves professionally and be respectful of all stakeholders we engaged with, including our vendors.

We welcome questions, feedback, or comments regarding the content of any of our communications or activities directly to Denise Balch at info@simplifypriorauth.ca.



Denise Balch
President, Connex Health
Chair, Simplify Prior Authorization