

Four Things Affecting the Hispanic Patient Experience

Practices by insurers and middlemen - known as pharmacy benefit managers - are disproportionately affecting historically underserved communities. Many of these communities bear the burden of systemic and societal barriers to care.

America's biopharmaceutical companies support systemic, long-term change to better meet the needs of underserved communities. PhRMA's fourth installment of the [Patient Experience Survey](#) (PES) reveals the difficulties patients experience when accessing and affording health care, including the startling discovery that only 34% of survey participants believe insurance is working as it's supposed to.ⁱ

What are health care concerns that affect Hispanic communities disproportionately?

- Heart disease and cancer in Hispanics are the two leading causes of deathⁱⁱ
- Experience 50% higher death rate from diabetes than whitesⁱⁱⁱ
- Are 24% more likely to have poorly controlled high blood pressure; 23% more obesity; and 28% less colorectal screening^{iv}

Communities of color express a number of concerns about the health care system. Here are four things to know about the Hispanic patient experience:^v

Nearly two in three insured Hispanic Americans say they are concerned that a medicine their doctor recommended or prescribed **wouldn't be covered by their insurer** (excluded from the formulary)



58% Nearly six in 10 insured Hispanic Americans say they are concerned they would have to **wait for their insurer to provide prior authorization for a medicine their doctor prescribed**

More than a quarter of insured Hispanic Americans say their out-of-pocket costs are **more than they could afford** if they had a major unexpected medical event or were newly diagnosed with a chronic illness



Two in 10 insured Hispanic Americans reported having **outstanding medical debt**



Addressing social determinants of health, bias and discrimination throughout a patient's lifetime will help address health inequities and improve the patient experience. That's why America's biopharmaceutical companies support systemic, long-term change to address these barriers to care and better meet the needs of underserved communities. Read the full [PES report](#) and learn more about patient-centered health care solutions at PhRMA.org/Middlemen.

ⁱ Patient Experience Survey, April 4 - 17, 2023

ⁱⁱ "Profile: Hispanic/Latino Americans," Office of Minority Health, Centers for Medicare and Medicaid Services. February 24, 2023. <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=36&lvlid=64>.

ⁱⁱⁱ "Diabetes and Hispanic Americans," Office of Minority Health, Centers for Medicare and Medicaid Services. March 1, 2021. <https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=46&lvlid=63>.

^{iv} "Hispanic Health," Centers for Disease Control and Prevention. May 5, 2015. <https://www.cdc.gov/vitalsigns/hispanic-health/index.html>

^v Patient Experience Survey, April 4 - 17, 2023