

# Patient Understanding of Mail Order Prescription Plans

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**Background:** Many patients are unaware of their insurance plan benefits, including the mail in prescription benefit. Cost may be a contributing factor to non compliance and using a mail in prescription benefit plan may reduce cost. The purpose of this survey is to assess patients understanding of their insurance benefits and evaluate the relationship of demographic factors with mail-in prescription plan usage.

**Method:** A survey was developed to evaluate patients understanding of their insurance benefits, medical problems, medication compliance and demographics. The survey was distributed to the patient population at University Family Medicine, an outpatient residency clinic.

**Results:** Fifty surveys were returned. Most subjects were Caucasian, single females in the age group of 20-49 years. Almost all reported having prescription coverage, with 58% having out of pocket prescription costs of less then \$ 100 per year. Forty-five percent of subjects did not know about the mail-in benefit of the ir prescription plan. Of those who were aware of their mail-in benefit, half were not using it.

## **Conclusion:**

Many patients at University Family Medicine do not know if they have a mail-in prescription benefit with their insurance company, and those who do know are not taking advantage of it. By educating our patients about their insurance benefits, they may be able to better afford their medications.