

Prescription Home Delivery Survey Highlights

A Survey of Upstate New York, 2017



A nonprofit independent licensee of the Blue Cross Blue Shield Association

Survey Methods

Method and Design

Excellus BCBS commissioned One Research to conduct an online survey of upstate New York adults. Participants were recruited from a vendor panel by email invitation to take the survey between January 6 and January 19, 2017. Participants were not asked to disclose their health care provider.

Survey respondents had to be at least 18 years old and living within a 39-county region of upstate New York. County-level quotas were established to ensure the geographic distribution of the final sample would closely match the actual distribution of the general population.

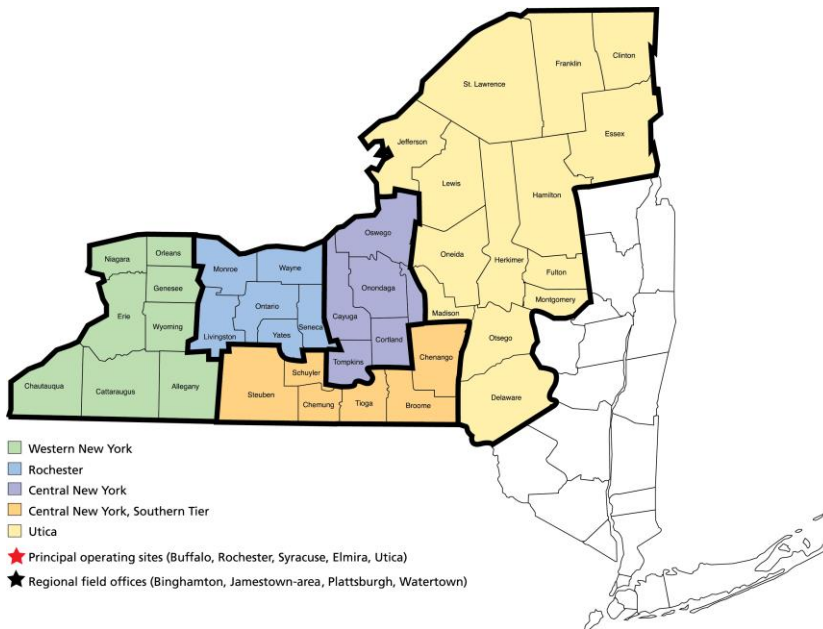
The design of the study was cross-sectional. The survey instrument contained a brief screening, demographic questions and randomized questions on several health-related topics. A subset of participants (n= 1,215) who were currently taking a prescription medication for a chronic condition were also asked about prescription home delivery. The survey was designed for self-completion via an online platform. In conducting the analysis, data were tested at a 95 percent confidence interval.

Participants

2,000 individuals from a 39-county region in upstate New York completed the survey.

The demographics of the respondents indicate that the survey sample was representative of upstate New York adults.

A subset of 1,215 participants currently taking a prescription medication for a chronic condition are the focus of this analysis.



Participant Characteristics (n = 1,215)

Region	
Western NY	31%
Rochester/Finger Lakes	21%
Central NY	17%
Central NY, Southern Tier	10%
Utica/Rome/North Country	21%
Sex	
Male	40%
Female	60%
Age	
18-24	8%
25-34	14%
35-44	16%
45-54	20%
55-64	21%
65+	21%

Participants (cont.)

Participant Characteristics (n = 1,215)

Race		Education Level	
White	92%	High school graduate or less	22%
Black or African American	4%	Some college	21%
Asian or Pacific Islander	1%	Associate's degree	15%
Native American or Alaskan Native	1%	College 4 years	24%
Mixed Race	2%	Post graduate	18%
Employment Status		Annual Household Income	
Employed full or part-time	48%	Less than \$15,000	9%
Self-employed	4%	\$15,000-\$24,999	12%
Not employed, looking for work	4%	\$25,000-\$34,999	9%
Not employed, not looking for work	4%	\$35,000-\$49,999	15%
Retired	24%	\$50,000 to \$74,999	19%
Student	2%	\$75,000 to \$99,999	17%
Homemaker	9%	\$100,000 or more	14%
Other	5%	Prefer not to respond	5%

Participants (cont.)

Participant Characteristics (n = 1,215)

Prevalence of Chronic Conditions	
High blood pressure (hypertension)	37%
High cholesterol	31%
Depression	25%
Diabetes	18%
Asthma	14%
Heart trouble, including angina	6%
Cancer	2%
Other	39%

Prescription Home Delivery Results

(n = 1,215, only respondents currently taking a prescription medication for a chronic condition)

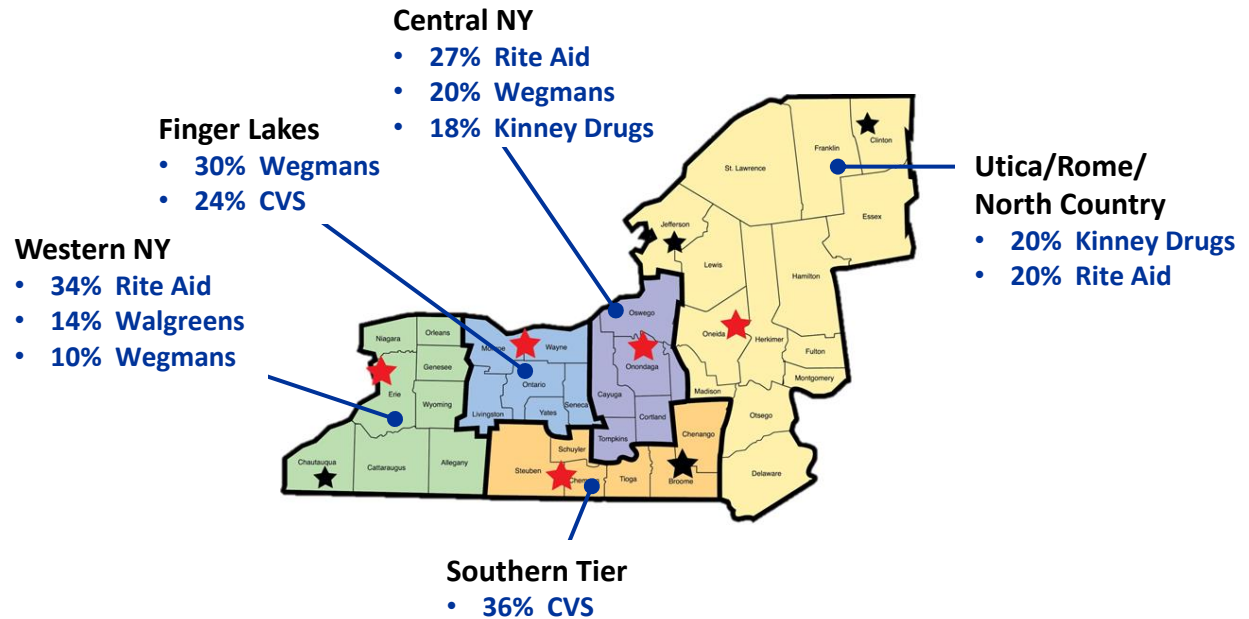
Nearly 9 out of 10 people use a retail pharmacy to fill prescriptions, and pharmacy brands used varies across regions.

87%

use a retail pharmacy



Self-reported pharmacies used most in regions



❖ Pharmacy brands used by less than 10% of total participants are not shown above.

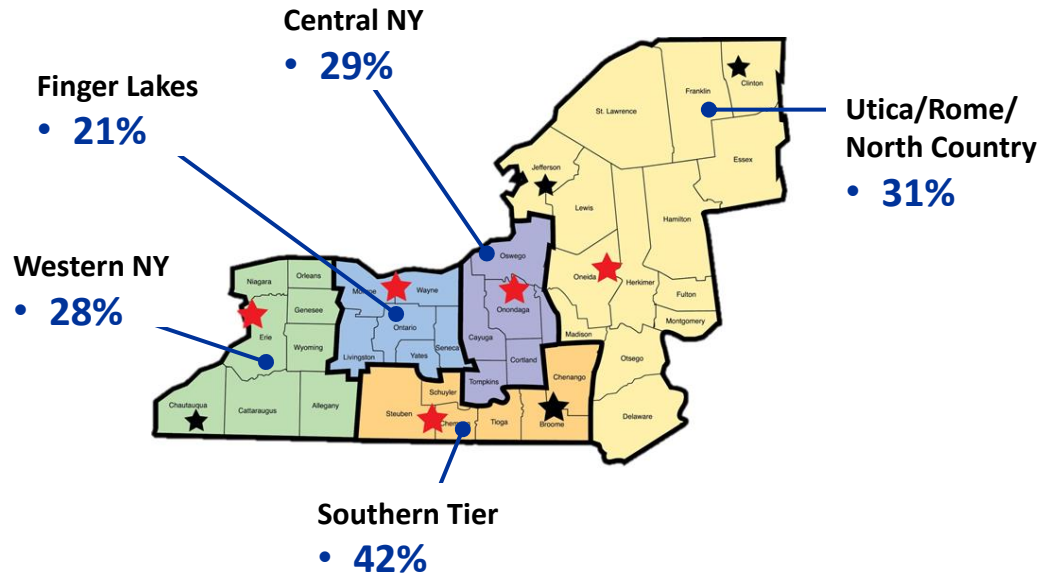
Among patients taking a prescription medication, nearly 30% have used home delivery to fill a prescription. Use is lowest in the Finger Lakes region.



use home delivery
for Rx



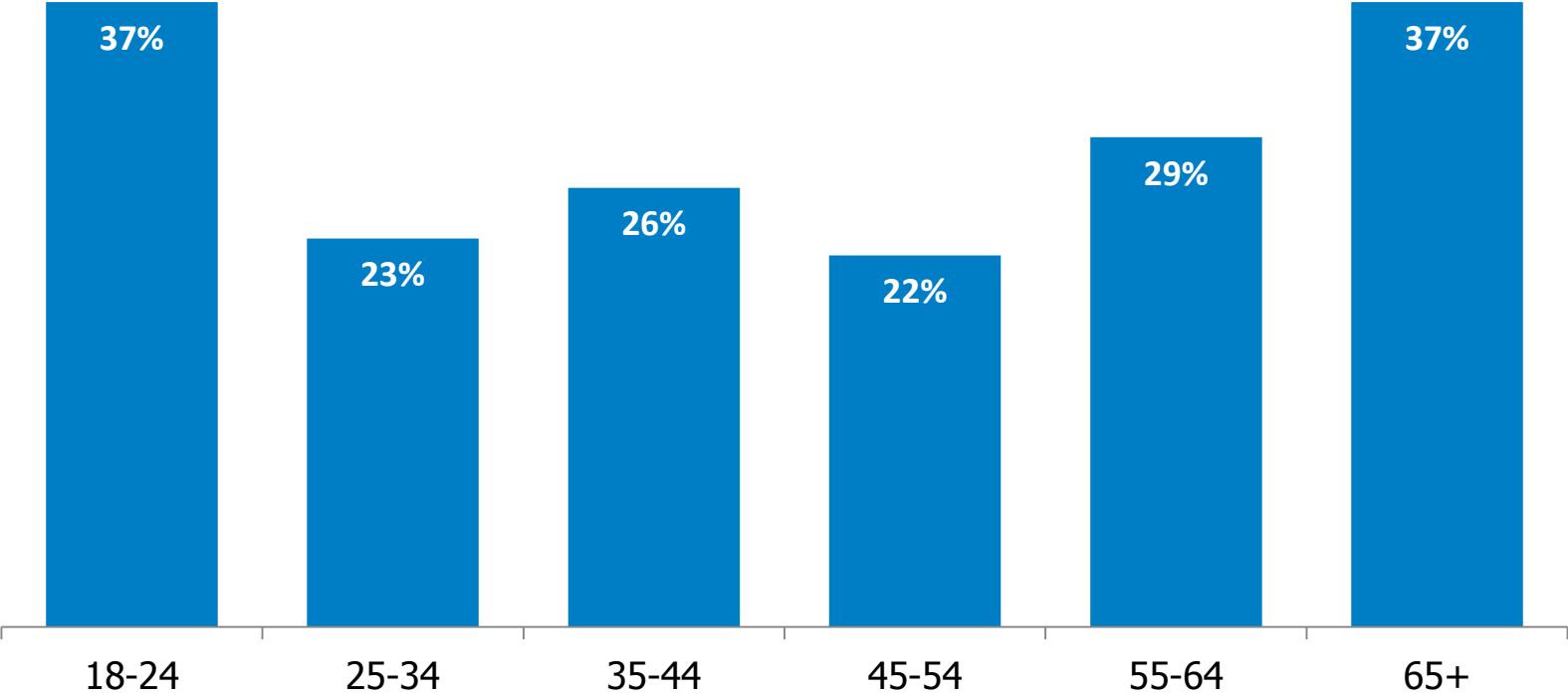
Percent of patients using home delivery for prescriptions



Home delivery is used more widely in the Southern Tier, compared with all other regions.

Use of prescription home delivery varies by respondent age

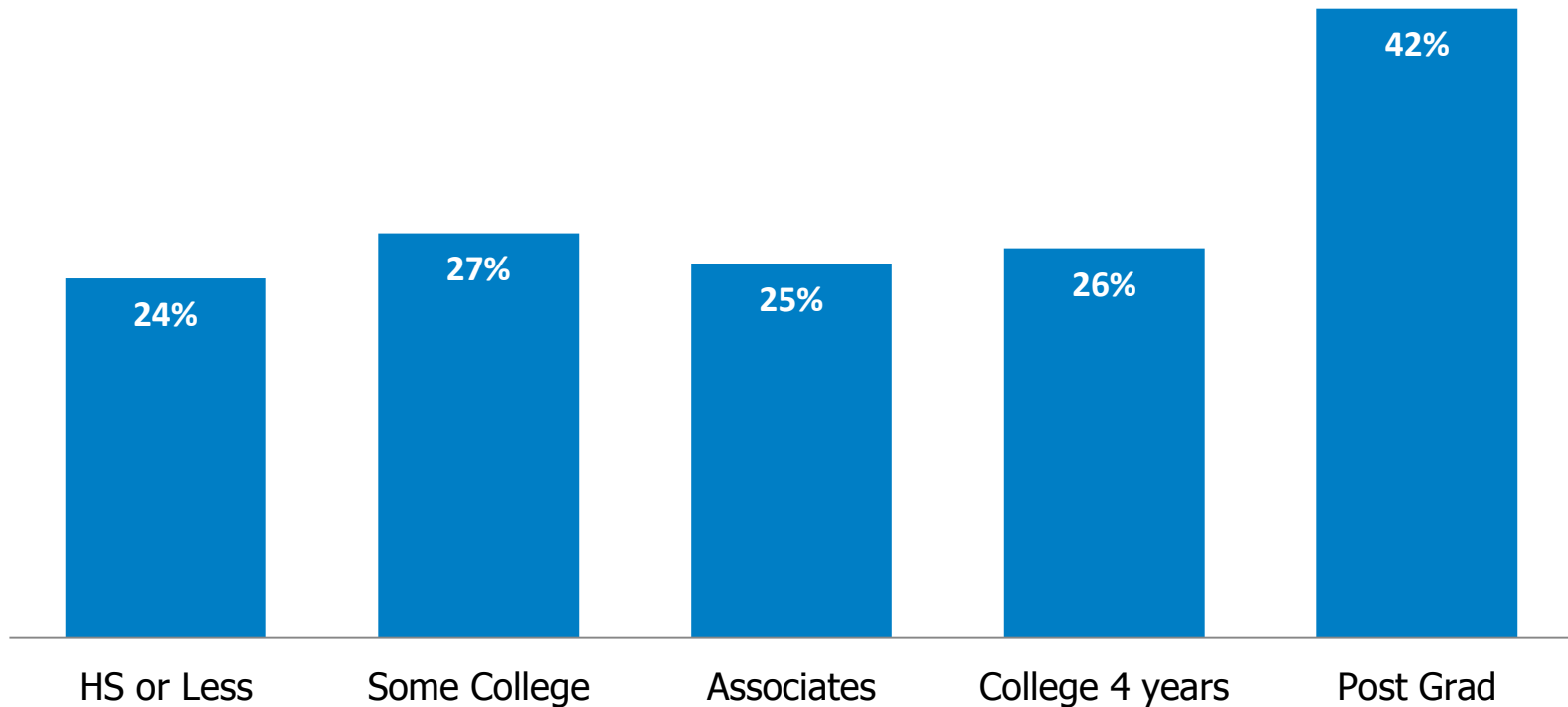
Use of Prescription Home Delivery, by Age



(n= 1,215, respondents taking prescription medication)

Respondents with a post graduate education reported significantly higher use of home delivery for prescriptions compared with others

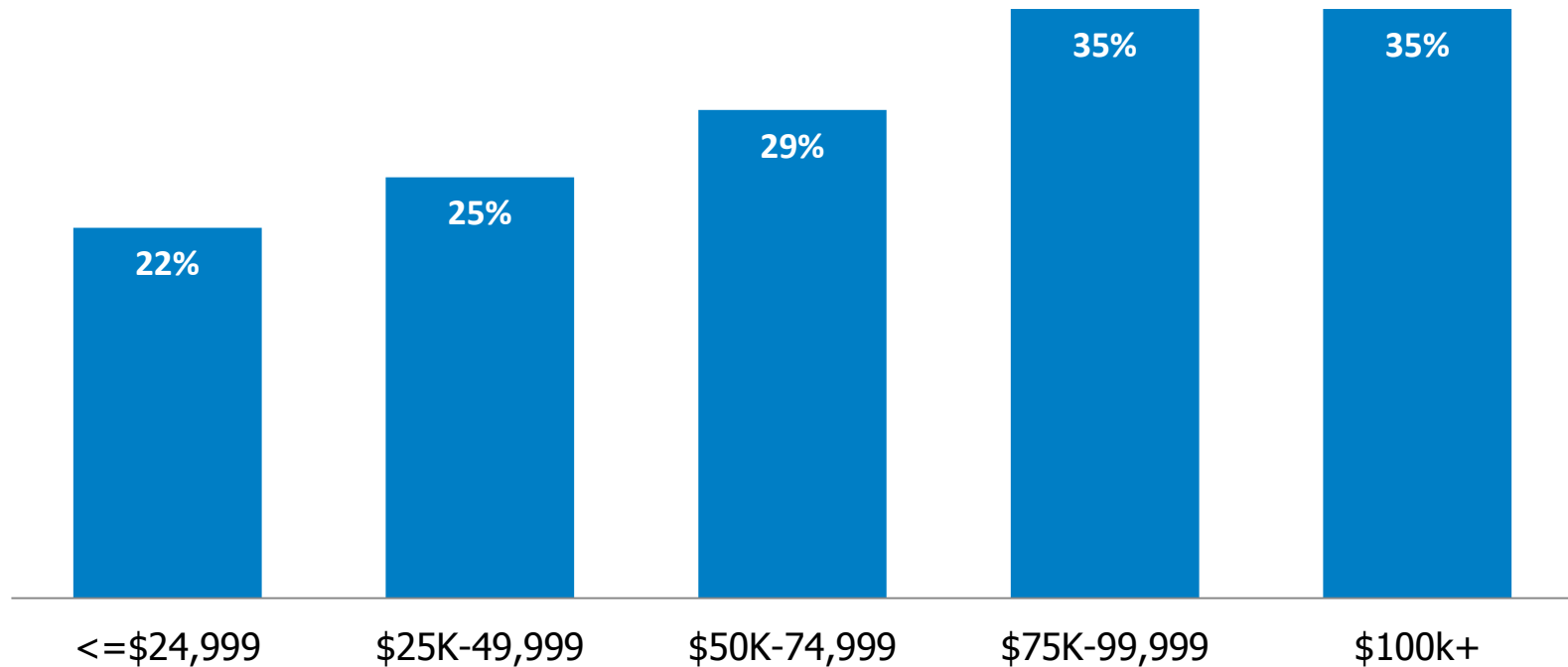
Use of Prescription Home Delivery, by Education



(n= 1,215, respondents taking prescription medication)

Respondents reporting a higher annual household income report significantly greater use of prescription home delivery

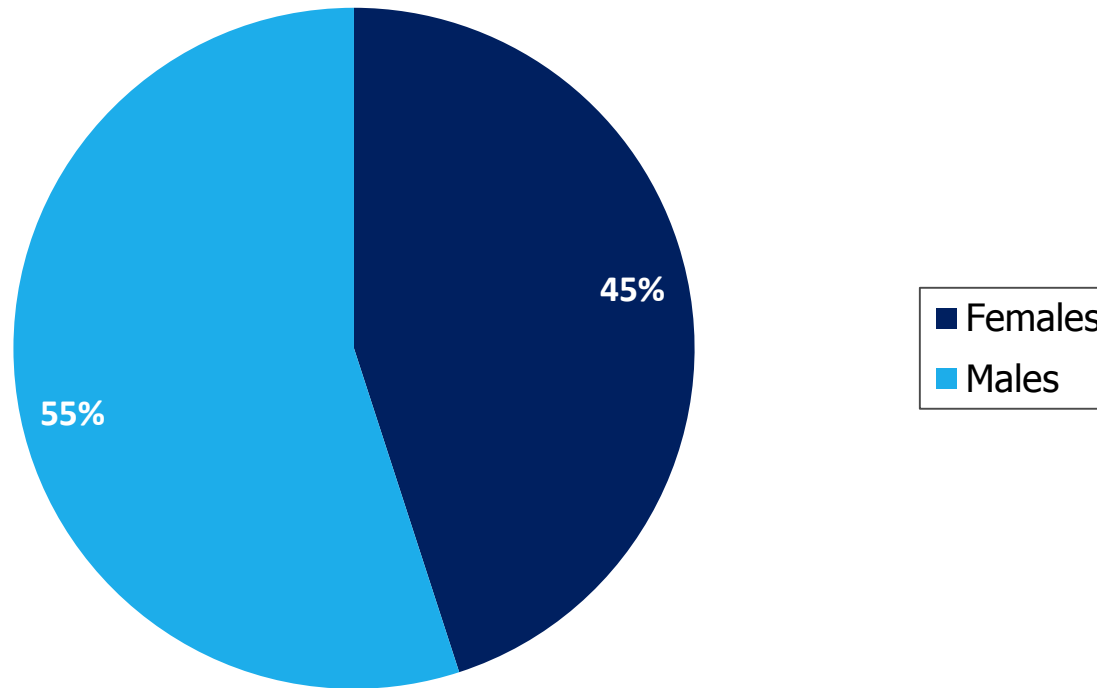
Use of Prescription Home Delivery, by Income



(n= 1,215, respondents taking prescription medication)

Of those who have used home delivery, significantly more are men

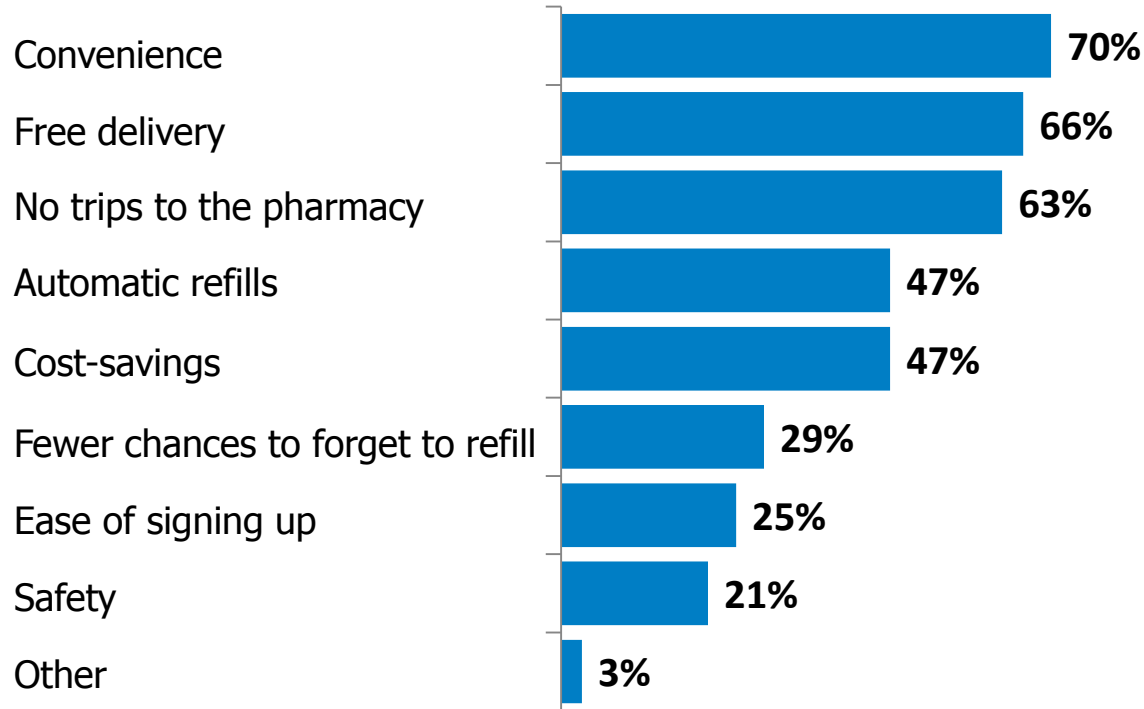
Population Using Home Delivery, by Sex



(n=343 only respondents who have used home delivery for prescriptions)

Convenience is the primary reason patients use home delivery

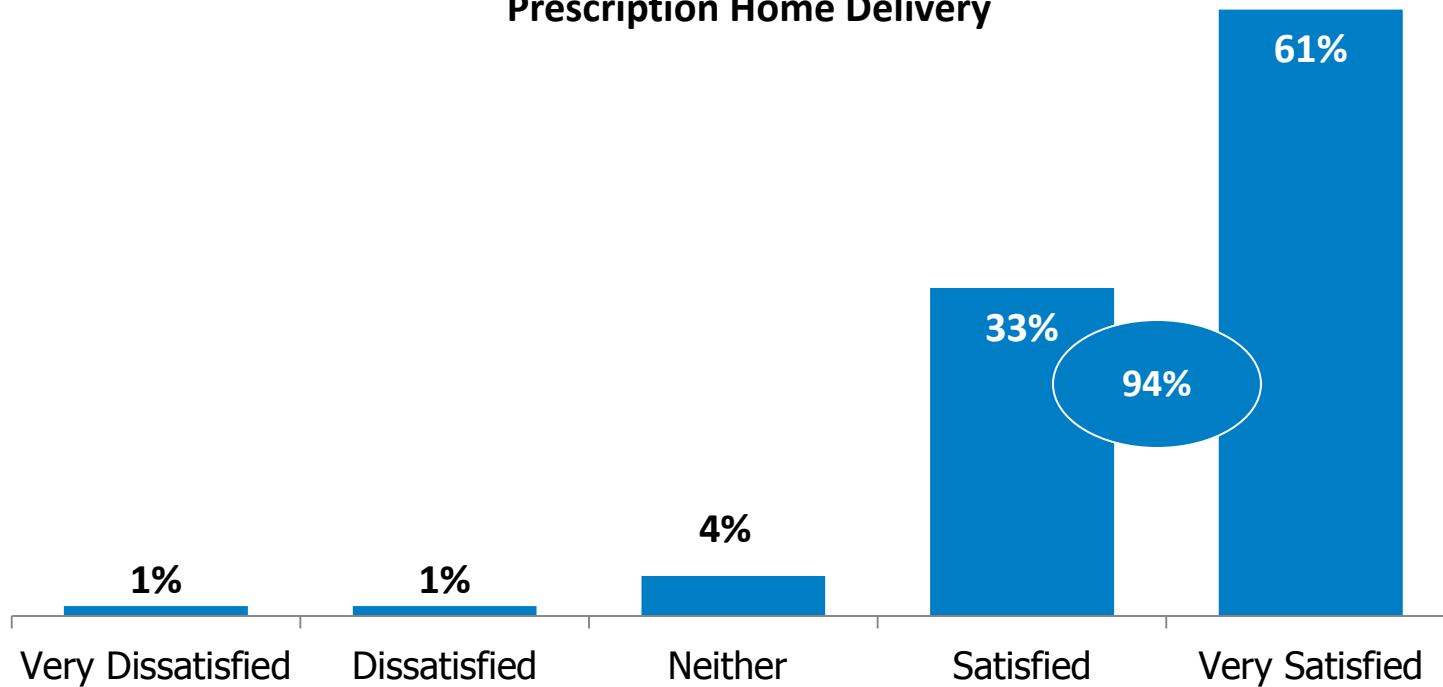
Percent of Patients Citing Benefit of Home Delivery



(n=343 only respondents who have used home delivery for prescriptions)

94% of users are "Satisfied" or "Very Satisfied" with prescription home delivery

Users Overall Satisfaction with Prescription Home Delivery

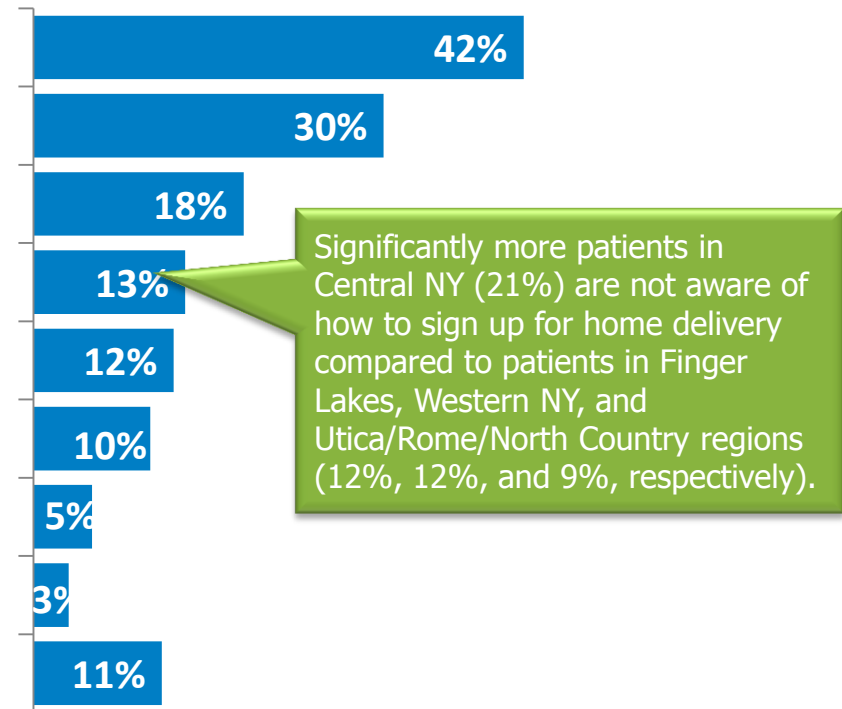


(n=343 only respondents who have used home delivery for prescriptions)

People who do not use home delivery prefer the convenience and the in-person interaction with pharmacists provided at retail pharmacies

Percent of Patients Citing Reason for Not Using Home Delivery

- Convenience of retail pharmacy
- Prefer in-person visit with pharmacist
- Not aware of service
- Not aware of how to sign up for it
- Concern about prescriptions being delivered on time
- Concern about safety of package delivered to my home
- Concern about where home delivery prescriptions are coming from
- Concern about the packaging and/or refrigeration of medications
- Other



(n=872 only respondents who have not used home delivery for prescriptions)