

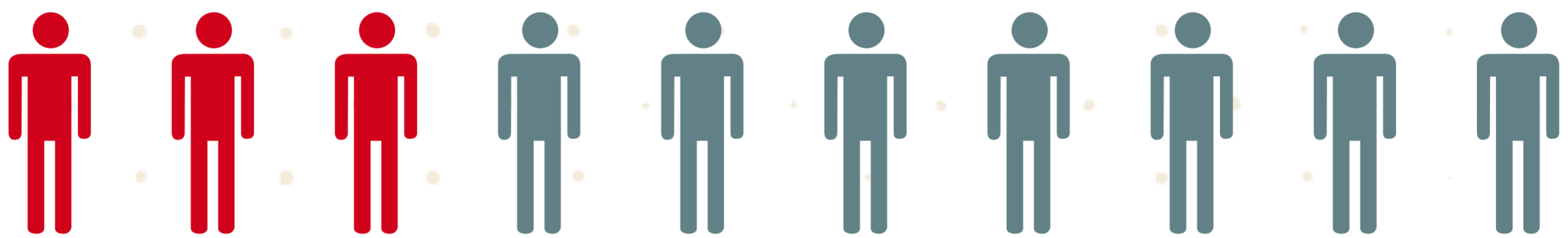


# INSURANCE SATISFACTION SURVEY RESULTS 2017

## DEEP DIVE: Denied Claims

1. Approximately 3 in 10 (27%) respondents had one or more denied insurance claims last year.

Respondents Experiencing Denied Claims



■ Denied Claims (30%) ■ No Denied Claims (70%)

The majority of people with a denied insurance claim experienced up to 3 denied claims. We did not specify whether it was the same prescription multiple times or multiple prescriptions. It could be either, but based on the time to appeal a denied insurance claim, it is more likely multiple prescriptions, for example if all your prescriptions for your pump and CGM were denied, that is at least 4 denials.



2. 75% of survey participants appealed their denied insurance claims.

Respondents Appealing Denied Insurance Claims



■ Did not appeal (25%) ■ Appealed (75%)

The most common reasons reported for not appealing included: not knowing it was an option, not having the knowledge, and not having the time required to push through the denial.



3. 78% were successful in appealing their denied insurance claim.

Success Rate in Appealing a Denied Insurance Claim



■ Appeal NOT Successful (20%) ■ Appeal Successful (80%)

Based on this survey, the odds are in your favor to proceed with the claim.

