

Aetna Technology Solutions

Driving More Time, More Informed Patient Care

Q2 2026 Aetna Provider Survey, conducted by Morning Consult

Reducing Administrative Burden for Providers

Providers Continue to Rank Administrative Burden as the Top Challenge Facing Clinical Staff.

84%

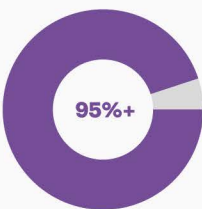
Providers said time spent managing patient records or prior authorization were the biggest contributors — together, 84% of responses.

58%

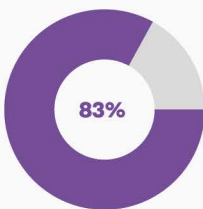
58% of providers said submitting prior authorization requests, followed by re-entering patient information (42%) and submitting claims to payers (41%), are the biggest opportunities to save clinical staff time using technology.

Aetna Solutions

- Aetna **Claims Assist Manager (CAM)**, an AI-powered agentic claims advisor platform, **reduces processing time by over 20%** for complex claims that require manual review, helping providers get paid faster and more consistently.
- Aetna's industry-leading efforts to **simplify prior authorization**:



95%+ of eligible prior authorizations approved within 24 hours



83% processed in real time, exceeding AHIP's 2027 industry commitment of 80%

Keeping Members Informed, Improving Their Care

87%

Providers agree (87%) that their patients' care improves when they understand their health plan benefits and in-network providers.

71%

Providers agree (71%) that payers' digital services help patients better understand benefits and care options.

Aetna Solutions



Aetna Care Paths simplifies the member experience by giving clarity about procedures and benefits that may be encountered and personalized, AI-driven care recommendations.



Aetna's **fully-digital benefits onboarding experience** provides easier navigation and self-service for members by leveraging digital and Rich Communication Services-enabled text messaging channels to access the information, resources and support they need at the start of the plan year.



Aetna Smart Compare with Intelligent Matching uses the latest technology, along with a member's medical history and personal preferences, to instantly find the top three providers that may best fit their needs.



With **Aetna Mental Health On Demand**, members aged 13 and older have real-time access to a licensed clinician through chat, phone or video via the Aetna member website.

These Solutions Are Driving an Optimistic Future.

Over the Next 5 Years, Providers Believe:

84%

Advances in technology will lead to better health outcomes

72%

Population health and the patient experience will improve

65%

Patient navigation will improve



The national study was conducted in Q2 2026 by Morning Consult, a global decision intelligence company. The survey polled a representative sample of U.S. providers comprised of 723 participants, including hospital system executives, physicians, nurses, pharmacists, and health IT leaders (CTO/CIOs) nationwide. The overall margin of error is ± 4 percentage points.