Aetna is Reducing Administrative Burden

Improving the provider experience means more time for patient care

Q3 2026 Aetna Provider Survey, conducted by Morning Consult

Administrative burden is improving for clinical staff

67%



- Fewer providers (67%) identified administrative burden as their top challenge today, declining seven percentage points from Q2.
- Providers no longer rank it as their leading anticipated challenge five years from now.

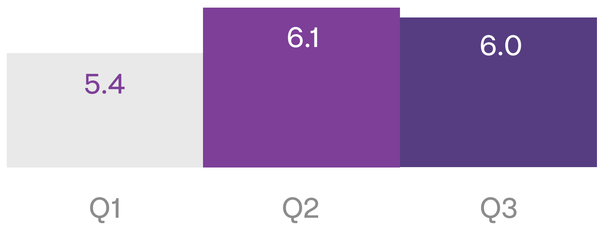
What's sparking the change?

27%



- Providers expressed confidence in payer efforts to simplify prior authorization.
- Among providers who cited administrative burden as a top challenge, 27% named prior authorization as the leading contributor to administrative burden, down from 31% in Q2.
- Providing real-time patient information to providers is the next opportunity to further alleviate administrative tasks.
- When asked the most important action payers could take to address their current challenges, nearly 1 in 3 providers said providing real-time patient information – the top answer.

Payer-Provider Trust Remains Strong



- The study revealed that the average payer-provider trust score in Q3 was 6.0 on a scale from 1 to 10, in line with the 6.1 score reported in Q2.
- The Q2 score was a significant increase from 5.4 in Q1, suggesting that in Q3 payers sustained improvements with providers.

Aetna Solutions

Aetna **Claims Assist Manager (CAM)** 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.**

Aetna is working to solve data-sharing challenges through **dedicated investments in interoperability**.

The national study was conducted in Q3 2026 by Morning Consult, a global decision intelligence company. The survey polled a representative sample of U.S. providers comprised of 727 participants, including hospital system executives, physicians, nurses, pharmacists, and health IT leaders (CTO/CIOs) nationwide. The overall margin of error is ±4 percentage points.