**Supplement**

Table S1. Percentage Fulfillments on NBP Visits Moderated by Distance to Clinic: Pre-Pandemic.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mode | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| X-ray | CTI/MRI | Non-narcotic Analgesic | Narcotic Analgesic | Skeletal Muscle Relaxant |
| Virtual | KPCO | Distance to clinic | Below median | 82.2% | 72.4% | 79.8% | 96.4% | 88.0% |
| Above median | 80.0% | 70.8% | 83.1% | 95.7% | 90.5% |
| p-value | 0.506 | 0.601 | 0.253 | 0.399 | 0.153 |
| KPGA | Distance to clinic | Below median | 71.2% | 76.7% | 60.0% | 89.2% | 79.3% |
| Above median | 55.5% | 78.0% | 69.4% | 92.0% | 84.4% |
| p-value | 0.045 | 0.809 | 0.060 | 0.293 | 0.160 |
| KPMAS | Distance to clinic | Below median | 74.9% | 74.9% | 83.9% | 93.4% | 84.4% |
| Above median | 75.4% | 72.9% | 80.6% | 92.6% | 82.0% |
| p-value | 0.876 | 0.497 | 0.040 | 0.530 | 0.094 |
| In-person | KPCO | Distance to Clinic | Below median | 94.2% | 67.6% | 72.1% | 94.8% | 93.6% |
| Above median | 94.0% | 68.1% | 71.3% | 94.6% | 93.4% |
| p-value | 0.515 | 0.522 | 0.142 | 0.433 | 0.392 |
| KPGA | Distance to Clinic | Below median | 90.6% | 68.3% | 66.5% | 85.5% | 86.3% |
| Above median | 90.4% | 67.7% | 65.8% | 84.1% | 86.4% |
| p-value | 0.756 | 0.551 | 0.085 | 0.001 | 0.774 |
| KPMAS | Distance to Clinic | Below median | 90.2% | 80.2% | 76.5% | 84.7% | 92.4% |
| Above median | 90.7% | 79.6% | 75.7% | 85.6% | 92.2% |
| p-value | 0.031 | 0.383 | 0.001 | 0.033 | 0.221 |

Table S2. Percentage Fulfillments on NBP Visits Moderated by HDHP: Pre-Pandemic.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mode | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| X-ray | CTI/MRI | Non-narcotic Analgesic | Narcotic Analgesic | Skeletal Muscle Relaxant |
| Virtual | KPCO | Deductible insurance plan | No | 81.4% | 72.4% | 79.8% | 96.2% | 88.7% |
| Yes | 80.6% | 70.4% | 83.0% | 95.9% | 89.9% |
| p-value | 0.816 | 0.504 | 0.278 | 0.771 | 0.480 |
| KPGA | Deductible insurance plan | No | 65.2% | 81.8% | 66.7% | 91.4% | 86.8% |
| Yes | 67.9% | 75.8% | 62.9% | 89.9% | 79.0% |
| p-value | 0.738 | 0.269 | 0.471 | 0.608 | 0.039 |
| KPMAS | Deductible insurance plan | No | 75.8% | 73.9% | 82.2% | 93.3% | 82.8% |
| Yes | 73.2% | 73.7% | 81.9% | 90.4% | 85.6% |
| p-value | 0.469 | 0.963 | 0.896 | 0.172 | 0.128 |
| In-person | KPCO | Deductible insurance plan | No | 95.1% | 69.4% | 70.2% | 94.8% | 93.2% |
| Yes | 92.7% | 65.7% | 73.3% | 94.5% | 93.7% |
| p-value | <0.001 | <0.001 | <0.001 | 0.225 | 0.128 |
| KPGA | Deductible insurance plan | No | 91.3% | 72.9% | 65.0% | 84.4% | 85.9% |
| Yes | 89.6% | 64.2% | 68.2% | 84.7% | 86.5% |
| p-value | <0.001 | <0.001 | <0.001 | 0.527 | 0.070 |
| KPMAS | Deductible insurance plan | No | 90.6% | 80.9% | 75.5% | 85.3% | 92.3% |
| Yes | 89.1% | 73.9% | 78.9% | 84.4% | 92.8% |
| p-value | <0.001 | <0.001 | <0.001 | 0.166 | 0.018 |

Table S3. Percentage Fulfillments on NBP Visits Moderated by Prior Pharmacy Mail-Order Use: Pre-Pandemic.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| X-ray | CTI/MRI | Non-narcotic Analgesic | Narcotic Analgesic | Skeletal Muscle Relaxant |
| Virtual | KPCO | Prior Rx mail order use | No | -- | -- | 78.1% | 96.5% | 86.4% |
| Yes | -- | -- | 83.7% | 95.9% | 91.5% |
| p-value | -- | -- | 0.060 | 0.554 | 0.004 |
| KPGA | Prior Rx mail order use | No | -- | -- | 63.3% | 89.1% | 81.7% |
| Yes | -- | -- | 72.0% | 94.5% | 84.0% |
| p-value | -- | -- | 0.172 | 0.055 | 0.591 |
| KPMAS | Prior Rx mail order use | No | -- | -- | 80.5% | 90.4% | 81.0% |
| Yes | -- | -- | 84.6% | 94.9% | 86.0% |
| p-value |  |  | 0.012 | 0.001 | <0.001 |
| In-person | KPCO | Prior Rx mail order use | No | -- | -- | 74.2% | 93.4% | 92.5% |
| Yes | -- | -- | 69.4% | 95.3% | 94.4% |
| p-value | -- | -- | <0.001 | <0.001 | <0.001 |
| KPGA | Prior Rx mail order use | No | -- | -- | 66.9% | 84.3% | 86.0% |
| Yes | -- | -- | 62.6% | 86.0% | 87.6% |
| p-value | -- | -- | <0.001 | <0.001 | <0.001 |
| KPMAS | Prior Rx mail order use | No | -- | -- | 77.5% | 83.0% | 91.2% |
| Yes | -- | -- | 72.9% | 87.3% | 94.6% |
| p-value | -- | -- | <0.001 | <0.001 | <0.001 |

Table S4. Percentage Fulfillments on NBP Visits Moderated by Distance to Clinic: Recovery.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mode | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| X-ray | CTI/MRI | Non-narcotic Analgesic | Narcotic Analgesic | Skeletal Muscle Relaxant |
| Virtual | KPCO | Distance to clinic | Below median | 77.5% | 47.8% | 79.4% | 94.8% | 85.8% |
| Above median | 81.0% | 45.3% | 81.1% | 94.7% | 85.9% |
| p-value | 0.069 | 0.327 | 0.421 | 0.920 | 0.982 |
| KPGA | Distance to clinic | Below median | 73.7% | 69.2% | 69.1% | 91.6% | 81.5% |
| Above median | 74.4% | 67.8% | 69.0% | 92.7% | 79.7% |
| p-value | 0.822 | 0.666 | 0.963 | 0.261 | 0.215 |
| KPMAS | Distance to clinic | Below median | 79.4% | 78.0% | 78.4% | 92.9% | 84.3% |
| Above median | 77.6% | 80.3% | 77.6% | 91.7% | 82.1% |
| p-value | 0.125 | 0.159 | 0.331 | 0.270 | 0.002 |
| In-person | KPCO | Distance to Clinic | Below median | 95.7% | 46.4% | 67.5% | 93.0% | 95.5% |
| Above median | 94.5% | 46.6% | 67.9% | 91.7% | 95.5% |
| p-value | 0.013 | 0.889 | 0.755 | 0.124 | 0.976 |
| KPGA | Distance to Clinic | Below median | 92.1% | 71.0% | 67.3% | 89.4% | 90.4% |
| Above median | 91.9% | 67.7% | 64.9% | 87.6% | 88.5% |
| p-value | 0.792 | 0.207 | 0.016 | 0.074 | 0.014 |
| KPMAS | Distance to Clinic | Below median | 91.5% | 81.8% | 75.1% | 81.5% | 94.1% |
| Above median | 91.8% | 80.8% | 72.8% | 80.6% | 93.9% |
| p-value | 0.556 | 0.386 | <0.001 | 0.442 | 0.505 |

Table S5. Percentage Fulfillments on NBP Visits Moderated by HDHP: Recovery.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mode | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| X-ray | CTI/MRI | Non-narcotic Analgesic | Narcotic Analgesic | Skeletal Muscle Relaxant |
| Virtual | KPCO | Deductible insurance plan | No | 79.6% | 46.6% | 78.7% | 94.5% | 84.9% |
| Yes | 78.9% | 46.4% | 82.0% | 95.2% | 86.5% |
| p-value | 0.732 | 0.929 | 0.113 | 0.481 | 0.227 |
| KPGA | Deductible insurance plan | No | 77.0% | 73.9% | 67.4% | 92.4% | 80.0% |
| Yes | 69.3% | 61.2% | 71.3% | 92.6% | 81.0% |
| p-value | 0.001 | <0.001 | 0.017 | 0.875 | 0.493 |
| KPMAS | Deductible insurance plan | No | 78.7% | 79.1% | 78.2% | 92.8% | 83.5% |
| Yes | 76.2% | 79.2% | 77.4% | 87.1% | 81.6% |
| p-value | 0.151 | 0.950 | 0.477 | 0.003 | 0.042 |
| In-person | KPCO | Deductible insurance plan | No | 95.8% | 47.1% | 65.6% | 92.6% | 94.8% |
| Yes | 94.2% | 45.8% | 69.8% | 92.0% | 96.0% |
| p-value | 0.001 | 0.429 | 0.001 | 0.524 | 0.024 |
| KPGA | Deductible insurance plan | No | 93.0% | 72.2% | 64.5% | 88.9% | 89.1% |
| Yes | 91.0% | 65.3% | 68.3% | 86.9% | 89.9% |
| p-value | 0.039 | 0.009 | <0.001 | 0.053 | 0.324 |
| KPMAS | Deductible insurance plan | No | 91.7% | 82.4% | 73.2% | 80.8% | 94.0% |
| Yes | 91.3% | 74.3% | 78.2% | 81.9% | 94.1% |
| p-value | 0.601 | <0.001 | <0.001 | 0.557 | 0.833 |

Table S6. Percentage Fulfillments on NBP Visits Moderated by Prior Pharmacy Mail-In Order Use: Recovery.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| X-ray | CTI/MRI | Non-narcotic Analgesic | Narcotic Analgesic | Skeletal Muscle Relaxant |
| Virtual | KPCO | Prior Rx mail order use | No | -- | -- | 79.5% | 93.2% | 82.1% |
| Yes | -- | -- | 80.6% | 95.0% | 87.7% |
| p-value | -- | -- | 0.639 | 0.182 | <0.001 |
| KPGA | Prior Rx mail order use | No | -- | -- | 67.6% | 92.9% | 78.5% |
| Yes | -- | -- | 71.1% | 91.7% | 83.4% |
| p-value | -- | -- | 0.030 | 0.235 | 0.001 |
| KPMAS | Prior Rx mail order use | No | -- | -- | 76.1% | 88.7% | 79.5% |
| Yes | -- | -- | 79.9% | 93.6% | 86.2% |
| p-value | -- | -- | <0.001 | <0.001 | <0.001 |
| In-person | KPCO | Prior Rx mail order use | No | -- | -- | 69.5% | 90.0% | 94.6% |
| Yes | -- | -- | 66.6% | 93.1% | 96.2% |
| p-value | -- | -- | 0.028 | 0.003 | 0.004 |
| KPGA | Prior Rx mail order use | No | -- | -- | 68.1% | 87.6% | 89.5% |
| Yes | -- | -- | 62.8% | 89.2% | 89.5% |
| p-value | -- | -- | <0.001 | 0.106 | 0.976 |
| KPMAS | Prior Rx mail order use | No | -- | -- | 77.3% | 79.9% | 93.3% |
| Yes | -- | -- | 69.7% | 81.7% | 94.8% |
| p-value | -- | -- | <0.001 | 0.141 | <0.001 |

Table S7. Percentage Fulfillments on UTI Visits Moderated by Distance to Clinic: Pre-Pandemic.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mode | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| Urinalysis | Urine Culture | CT/MRI | Any Antibiotic | 2nd Line Antibiotic |
| Virtual | KPCO | Distance to clinic | Below median | 87.8% | 99.2% | 74.3% | 94.5% | 94.1% |
| Above median | 86.2% | 99.2% | 80.4% | 92.1% | 93.7% |
| p-value | 0.059 | 0.728 | 0.157 | 0.001 | 0.501 |
| KPGA | Distance to clinic | Below median | 90.0% | 91.4% | 77.7% | 87.6% | 84.0% |
| Above median | 89.7% | 87.0% | 83.4% | 87.6% | 83.3% |
| p-value | 0.897 | 0.007 | 0.525 | 0.989 | 0.611 |
| KPMAS | Distance to clinic | Below median | 69.6% | 87.5% | 88.3% | 90.3% | 80.6% |
| Above median | 70.8% | 88.4% | 82.2% | 89.4% | 87.2% |
| p-value | 0.646 | 0.738 | 0.119 | 0.680 | 0.134 |
| In-person | KPCO | Distance to Clinic | Below median | 94.5% | 95.1% | 79.4% | 99.5% | 97.2% |
| Above median | 94.7% | 95.1% | 79.0% | 99.6% | 96.8% |
| p-value | 0.632 | 0.932 | 0.690 | 0.474 | 0.043 |
| KPGA | Distance to Clinic | Below median | 60.9% | 84.2% | 83.4% | 99.2% | 99.0% |
| Above median | 61.0% | 84.7% | 85.3% | 99.2% | 98.9% |
| p-value | 0.943 | 0.384 | 0.050 | 0.967 | 0.247 |
| KPMAS | Distance to Clinic | Below median | 97.4% | 98.7% | 93.9% | 86.0% | 70.1% |
| Above median | 97.5% | 98.6% | 93.7% | 85.1% | 68.7% |
| p-value | 0.776 | 0.929 | 0.754 | 0.038 | 0.086 |

Table S8. Percentage Fulfillments on UTI Visits Moderated by HDHP: Pre-Pandemic

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mode | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| Urinalysis | Urine Culture | CT/MRI | Any Antibiotic | 2nd Line Antibiotic |
| Virtual | KPCO | Deductible insurance plan | No | 88.1% | 99.7% | 78.4% | 93.4% | 94.5% |
| Yes | 85.8% | 98.5% | 76.1% | 93.1% | 93.0 |
| p-value | 0.007 | <0.001 | 0.596 | 0.755 | 0.030 |
| KPGA | Deductible insurance plan | No | 84.4% | 85.4% | 75.7% | 88.2% | 85.0% |
| Yes | 94.3% | 91.3% | 87.2% | 84.5% | 79.7% |
| p-value | <0.001 | 0.001 | 0.219 | 0.007 | 0.001 |
| KPMAS | Deductible insurance plan | No | 71.4% | 89.6% | 85.4% | 89.7% | 83.2% |
| Yes | 67.8% | 85.0% | 84.5% | 89.9% | 88.0% |
| p-value | 0.299 | 0.158 | 0.856 | 0.957 | 0.481 |
| In-person | KPCO | Deductible insurance plan | No | 94.1% | 94.7% | 79.7% | 99.5% | 96.8% |
| Yes | 95.3% | 95.6% | 78.5% | 99.6% | 97.2% |
| p-value | 0.012 | 0.028 | 0.273 | 0.539 | 0.086 |
| KPGA | Deductible insurance plan | No | 62.7% | 85.2% | 87.0% | 99.2% | 99.0% |
| Yes | 59.1% | 83.8% | 82.4% | 99.3% | 98.9% |
| p-value | 0.012 | 0.027 | <0.001 | 0.360 | 0.731 |
| KPMAS | Deductible insurance plan | No | 97.5% | 98.7% | 94.1% | 85.3% | 69.4% |
| Yes | 97.3% | 98.6% | 91.9% | 86.9% | 69.2% |
| p-value | 0.455 | 0.501 | <0.001 | 0.008 | 0.823 |

Table S9. Percentage Fulfillments on UTI Visits Moderated by Distance to Prior Pharmacy Mail-in Order Use: Pre-Pandemic.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| Urinalysis | Urine Culture | CT/MRI | Any Antibiotic | 2nd Line Antibiotic |
| Virtual | KPCO | Prior Rx mail order use | No | -- | -- | -- | 92.0% | 92.1% |
| Yes | -- | -- | -- | 93.8% | 94.6% |
| p-value | -- | -- | -- | 0.017 | 0.001 |
| KPGA | Prior Rx mail order use | No | -- | -- | -- | 89.2% | 94.9% |
| Yes | -- | -- | -- | 89.5% | 79.7% |
| p-value | -- | -- | -- | 0.830 | <0.001 |
| KPMAS | Prior Rx mail order use | No | -- | -- | -- | 96.8% | 79.1% |
| Yes | -- | -- | -- | 93.7% | 91.2% |
| p-value | -- | -- | -- | 0.002 | 0.007 |
| In-person | KPCO | Prior Rx mail order use | No | -- | -- | -- | 94.0% | 94.7% |
| Yes | -- | -- | -- | 94.9% | 95.3% |
| p-value | -- | -- | -- | 0.064 | 0.162 |
| KPGA | Prior Rx mail order use | No | -- | -- | -- | 84.7% | 60.1% |
| Yes | -- | -- | -- | 83.6% | 63.0% |
| p-value | -- | -- | -- | 0.138 | 0.049 |
| KPMAS | Prior Rx mail order use | No | -- | -- | -- | 85.8% | 68.6% |
| Yes | -- | -- | -- | 85.3% | 70.5% |
| p-value | -- | -- | -- | 0.252 | 0.013 |

Table S10. Percentage Fulfillments on UTI Visits Moderated by Distance to Clinic: Recovery.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mode | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| Urinalysis | Urine Culture | CT/MRI | Any Antibiotic | 2nd Line Antibiotic |
| Virtual | KPCO | Distance to clinic | Below median | 86.1% | 98.4% | 72.9% | 89.4% | 89.6% |
| Above median | 85.7% | 97.7% | 67.7% | 87.3% | 86.8% |
| p-value | 0.811 | 0.331 | 0.307 | 0.136 | 0.064 |
| KPGA | Distance to clinic | Below median | 91.6% | 94.0% | 68.4% | 91.1% | 91.5% |
| Above median | 91.2% | 93.9% | 76.0% | 91.3% | 90.5% |
| p-value | 0.754 | 0.891 | 0.219 | 0.924 | 0.626 |
| KPMAS | Distance to clinic | Below median | 81.4% | 94.0% | 85.8% | 92.9% | 87.4% |
| Above median | 82.4% | 95.6% | 80.4% | 89.8% | 89.9% |
| p-value | 0.430 | 0.110 | 0.057 | 0.025 | 0.346 |
| In-person | KPCO | Distance to Clinic | Below median | 97.1% | 99.5% | 82.4% | 95.7% | 95.5% |
| Above median | 96.8% | 99.5% | 82.1% | 95.5% | 94.5% |
| p-value | 0.574 | 0.995 | 0.898 | 0.790 | 0.233 |
| KPGA | Distance to Clinic | Below median | 99.5% | 99.2% | 92.2% | 82.0% | 71.4% |
| Above median | 99.4% | 99.7% | 90.2% | 80.9% | 68.5% |
| p-value | 0.554 | 0.027 | 0.238 | 0.447 | 0.204 |
| KPMAS | Distance to Clinic | Below median | 98.2% | 99.0% | 96.5% | 85.4% | 73.0% |
| Above median | 97.7% | 99.1% | 96.0% | 84.6% | 71.9% |
| p-value | 0.055 | 0.511 | 0.501 | 0.428 | 0.475 |

Table S11. Percentage Fulfillments on UTI Visits Moderated by HDHP: Recovery.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mode | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| Urinalysis | Urine Culture | CT/MRI | Any Antibiotic | 2nd Line Antibiotic |
| Virtual | KPCO | Deductible insurance plan | No | 85.2% | 98.0% | 71.8% | 90.4% | 90.8% |
| Yes | 86.8% | 98.0% | 67.7% | 85.0% | 84.4% |
| p-value | 0.281 | 0.959 | 0.430 | <0.001 | <0.001 |
| KPGA | Deductible insurance plan | No | 90.8% | 93.0% | 71.6% | 95.0% | 93.6% |
| Yes | 91.2% | 88.7% | 72.5% | 92.2% | 88.4% |
| p-value | 0.859 | 0.004 | 0.890 | 0.011 | <0.001 |
| KPMAS | Deductible insurance plan | No | 81.8% | 95.1% | 83.4% | 91.7% | 88.4% |
| Yes | 82.1% | 93.6% | 81.2% | 89.1% | 89.8% |
| p-value | 0.880 | 0.304 | 0.563 | 0.204 | 0.713 |
| In-person | KPCO | Deductible insurance plan | No | 96.9% | 99.6% | 83.0% | 95.2% | 94.7% |
| Yes | 97.0% | 99.3% | 81.3% | 96.2% | 95.5% |
| p-value | 0.741 | 0.208 | 0.390 | 0.181 | 0.378 |
| KPGA | Deductible insurance plan | No | 99.4% | 99.7% | 92.9% | 82.0% | 72.1% |
| Yes | 99.4% | 99.2% | 88.6% | 80.6% | 66.5% |
| p-value | 0.989 | 0.071 | 0.012 | 0.354 | 0.015 |
| KPMAS | Deductible insurance plan | No | 98.0% | 99.0% | 96.5% | 85.0% | 72.0% |
| Yes | 97.7% | 99.2% | 94.6% | 85.7% | 76.7% |
| p-value | 0.486 | 0.630 | 0.074 | 0.629 | 0.057 |

Table S12. Percentage Fulfillments on UTI Visits Moderated by Prior Pharmacy Mail-in Order Use: Recovery.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Moderator | | Percent of Encounters With An Ancillary Service Order Fulfillment | | | | |
| Urinalysis | Urine Culture | CT/MRI | Any Antibiotic | 2nd Line Antibiotic |
| Virtual | KPCO | Prior Rx mail order use | No | -- | -- | -- | 87.0% | 86.7% |
| Yes | -- | -- | -- | 88.7% | 88.7% |
| p-value | -- | -- | -- | 0.309 | 0.261 |
| KPGA | Prior Rx mail order use | No | -- | -- | -- | 90.1% | 91.8% |
| Yes | -- | -- | -- | 92.3% | 90.3% |
| p-value | -- | -- | -- | 0.121 | 0.461 |
| KPMAS | Prior Rx mail order use | No | -- | -- | -- | 89.3% | 85.9% |
| Yes | -- | -- | -- | 92.5% | 90.0% |
| p-value | -- | -- | -- | 0.024 | 0.147 |
| In-person | KPCO | Prior Rx mail order use | No | -- | -- | -- | 94.9% | 94.1% |
| Yes | -- | -- | -- | 95.9% | 95.4% |
| p-value | -- | -- | -- | 0.220 | 0.180 |
| KPGA | Prior Rx mail order use | No | -- | -- | -- | 81.1% | 68.8% |
| Yes | -- | -- | -- | 82.0% | 71.3% |
| p-value | -- | -- | -- | 0.545 | 0.269 |
| KPMAS | Prior Rx mail order use | No | -- | -- | -- | 86.5% | 74.2% |
| Yes | -- | -- | -- | 84.0% | 71.9% |
| p-value | -- | -- | -- | 0.012 | 0.070 |