Specialty Pharmacy

Everyone Wants to be a Specialty Pharmacy
Pharmacy Locations with Specialty Pharmacy Accreditation by Corporate Ownership, 2015 vs. 2016

1. Excludes 2,051 newly accredited retail pharmacies within the supermarket chains Albertsons, Meijer, and Price Chopper.
2. Includes private, independent pharmacies, pharmacies owned by private equity firms, and independently owned franchise locations.
3. Includes pharmacies owned by hospitals, health systems, physician practices, and providers group purchasing organization.
4. Includes pharmacy locations owned by chain drugstores, grocery chains, and national long-term care pharmacy chains.
Excelera Network

Building Integrated Delivery Networks
Making Integrated Delivery Networks Work

**Triple Aim**
- Improving the patient experience of care
- Improving the health of populations
- Reducing the per capita cost of health care

**IDN Owns the Care Journey**
- Deliver primary and specialty care
- Manage care over time
- Identify / intervene on high-risk patients
- Share information across providers
- Integrate benefit design with care plan
- Engage the patient at all touch points
Clinical Capabilities

- Care designed across the continuum
- Coordinated patient education
- Cross-continuum therapy monitoring
- Coordinated referrals and care plans
- Provider collaboration
- Multi-data system reporting

The Specialty Boom
Pharmacy Industry Prescription Revenues ($ Billions)

- Specialty
- Traditional

2011: $299 B
2016: $412 B
2021: $572 B

Specialty CAGR = 17%
CAGR = Compound Annual Growth Rate
New Drugs Launching at Progressively Increasing Prices

**What are Specialty Medications?**

- Specialty drugs are more complex than most prescription medications.
- Used to treat patients with serious and often life threatening conditions, including cancer, hepatitis C, rheumatoid arthritis, HIV/AIDS and multiple sclerosis.
- These medications may be taken orally but often must be injected or infused and may have special administration, storage and delivery requirements.
Specialty Medication Program Highlights

• Benefits investigation
• Prior authorization and appeals
• Financial assistance support
• Personalized consultation
• Proactive patient refill calls
• Ongoing patient education
• Proactive side effect management
• Free overnight delivery
• Free supplies
• 24/7 pharmacist on call

Patient Insurance Approval Process

• Collection of Insurance Information
• Benefit Investigation
  – Discover the patient’s coverage details
  – Total out of pocket cost
  – Deductible
  – Coverage of the medication
  – Preferred pharmacy
• Prior Authorization
• Appeal and Peer to Peer Review with Insurer
Financial Assistance

• Copay Cards
• Foundation Grants
• Manufacturer Assistance Programs
• Assist in Low Income Subsidy Enrollment

Patient Management Program

• Pharmacist Driven Quality Patient Care: medication reconciliation, medication administration education, proactive refill reminders, side effect management, adherence tracking and patient outcomes tracking.

• Patients receive all supplies to take medication free of charge. This ensures that the patient has access to everything that is needed to administer their medication. This promotes compliance and adherence.

• By improving Patient Adherence, Specialty Pharmacy is providing cost savings to the patient and organization. Patient non-adherence is associated with poor therapeutic outcomes, progression of disease and an estimated burden of billions per year in avoidable direct health care costs.
2017 Patient Safety and Quality

- Pharmacy staff will identify any immediate threats to patient safety, drug interactions and any clinically significant adverse drug event and provider shall be notified immediately.

- Pharmacy staff reported 2,673 total clinical interventions
  - 1,337 Patient Clinical Interventions
    - 88% patient clinical interventions accepted
  - 1,336 Provider Clinical Interventions
    - 71% patient clinical interventions accepted

Clinical Intervention Details (Number of Interventions)

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Interventions</th>
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<tr>
<td>Drug Safety</td>
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<td>Drug Therapy Adherence</td>
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<tr>
<td>Drug Therapy Effectiveness</td>
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<tr>
<td>Drug Therapy Appropriateness</td>
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Specialty Pharmacy: Patient Outcomes

Coordinated Care

- Pharmacy staff integrated with healthcare team
- Team integration with a seamless transition from clinic visit to home
- Decreased time from office visit to initiation of medication
- Decreased number of hand-offs to improve safety of medication
- Next day shipping
- On-going safety monitoring, adherence and outcomes
- Increased patient satisfaction
- Increased provider satisfaction with awareness of patient response
Benefits of Health System Specialty Pharmacy
Integrated Specialty Medication Management

- Pharmacy staff integrated with healthcare team
- Team integration with a seamless transition from clinic visit to home
- Experienced Patient Care Advocates
  - Certified Pharmacy Technicians
  - Benefits Investigation
  - Patient Assistance Programs
- Experienced Clinical Pharmacists
- Access to Electronic Medical Records
  - Reduce time to obtain prior authorization
  - Communication and documentation of medication related issues within record
- Proactive refill calls with patients
  - Average 90% of patients are compliant with medications
- Outcome assessments
- Adverse Drug Reaction tracking
- Coordination of Care with support from pharmacist 24/7