ASHP Specialty Pharmacy
Best Practices &
Patient Journey Example
Specialty Pharmacy Overview | “4 S’s”

**SPACE**
- Operates in ______ sq. ft. facility
- Equipped to scale rapidly to meet client strategic growth needs
- Licensed to ship to 49 states + D.C.
- Accredited by URAC and ACHC

**STAFF**
- CSP Certified Clinical Pharmacists
- SP disease state experts
- Pharmacy financial coordination & billing expertise
- Tech-In-Training Program
- Dedicated data analyst team

**SYSTEMS**
- EMR visibility, documentation, & communication
- HIPAA-compliant Virtual Visit Pharmacist Education
- HIPAA-compliant Two-Way Text Messaging Platform

**SERVICE**
- MMIT Non-PBM SP Patient Choice Award Finalist
- Disease state specific patient management programs
- Prior auth coordination
- Adjustable hours to meet client needs
- 24/7 Access to SP pharmacist

**PACE**
**S**
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MMIT Non-PBM SP Patient Choice Award Finalist
Disease state specific patient management programs
Prior auth coordination
Adjustable hours to meet client needs
24/7 Access to SP pharmacist
Licensed in 49 states and DC

Currently, ship to 44 states and DC

Validated cold-chain process in multiple US regions
Specialty Pharmacy | The Patient Journey

1. Initial Patient Engagement
2. New Patient Consultation
3. Patient Follow-Up
11/16/20
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.

• James
  • New to specialty pharmacy
  • New to biologics & injectables
  • Commercial insurance
  • Worried about cost
• Taltz Rx sent to Specialty Pharmacy
Specialty Pharmacy | Initial Patient Engagement

11/16/20
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.

• Access Team
  • Checks in-network & PA requirements
  • Pulls/Requests EMR chart notes
  • Facilitate PA submission
  • Initial Prescription Review
    • Missing induction Rx
    • Places in RPH clarification queue
  • Provides welcome call & explain SP process
  • Enrolls James in text messaging platform

• Pharmacist Team
  • Calls prescriber to discuss induction Rx

Welcome to the Specialty Pharmacy Communication!

Please click the link below to get started!
https://twsl.co/q/2XakZ24Lx

Sincerely,
[Signature]
Pharmacy Team

Welcome! Credenza Health Specialty Pharmacy Team
# Specialty Pharmacy | Access Team & Pharmacist Consult Details

<table>
<thead>
<tr>
<th>Access Team Task</th>
<th>Normal Prescription</th>
<th>Urgent Prescription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test Claim Processed</td>
<td>Within 1 Day</td>
<td>Same Day</td>
</tr>
<tr>
<td>Prescriber Notification</td>
<td>Within 1 Day</td>
<td>Same Day</td>
</tr>
<tr>
<td>- Chart notes required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Non-contracted SP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient Introduction</td>
<td>Within 1 Day</td>
<td>Same Day</td>
</tr>
<tr>
<td>PA Submission Process Initiated</td>
<td>Within 1 Day</td>
<td>Same Day</td>
</tr>
<tr>
<td>PA Monitoring</td>
<td>At Least Every 2 Days</td>
<td>Everyday</td>
</tr>
<tr>
<td>Copay/Foundation Assistance Approval</td>
<td>At Least Every 2 Days</td>
<td>Everyday</td>
</tr>
<tr>
<td>Initial Patient Outreach (if unable reach)</td>
<td>At Least Every 2 Days</td>
<td>Everyday</td>
</tr>
<tr>
<td>*Prescriber Contacted after 3 attempts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pharmacist Consult Outreach (if unable reach)</td>
<td>At Least Every 2 Days</td>
<td>Everyday</td>
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<tr>
<td>*Prescriber Contacted after 3 attempts</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>2019 Access Team &amp; Pharmacist Consult Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA started same day received</td>
</tr>
<tr>
<td>PA Approval Rate</td>
</tr>
<tr>
<td>Copay Assistance Facilitation Offered</td>
</tr>
<tr>
<td>Patient Assistance Achieved</td>
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<tr>
<td>Median Turn-Around Time Clean Rx</td>
</tr>
<tr>
<td>Median Turn-Around Time Intervention Rx</td>
</tr>
<tr>
<td>Primary Adherence Rate (Patients with PA approved)</td>
</tr>
<tr>
<td>Patients that Received New Patient Consult</td>
</tr>
<tr>
<td>Patients Enrolled in PMP</td>
</tr>
<tr>
<td>*Excludes clinic-administered medications</td>
</tr>
</tbody>
</table>

*EXAMPLE METRICS*
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.

- Access Team
  - PA approved
  - Messages patient
  - Confirms patient wants copay assistance
  - Facilitates copay card enrollment
  - Reduced Copay $75 → $5
  - Messages patient new copay
  - Pharmacist will reach out within 1 day for assessment & provide education
- Induction and maintenance Rx already clarified
11/18/20
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.

- Pharmacist Team
  - Reviews chart notes/med list/Rx
  - Messages patient to identify consult communication preference
    - Video (preferred) or telephone
  - Patient confirms video capability
  - Pharmacist sends virtual visit link
Telepharmacy Visits

- Delivering a seamless flow from a Provider visit to virtual pharmacist assessment & patient education is a service differentiator for Specialty Pharmacy patients.
- This service strategy demonstrates our agility to ease the way of our patients, and ensure they are adequately prepared for their new medication.
11/18/20
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.
• Pharmacist Team
  • Pharmacist & James begin virtual visit
• Patient Assessment
  • PMH, comorbidities, labs, prior tx
  • Current symptoms + baseline QOL
  • Medication reconciliation
  • Therapy appropriateness/DUR
  • Ability to self-administer
  • Patient motivation & treatment goals
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.

- Pharmacist Team
- Patient Education
  - Administration/injection technique
  - Dosing schedule/missed doses
  - Adherence recommendations
  - Side effect management
  - Storage/disposal/handling precautions
  - Safety precautions/warnings
  - Therapy outcomes/expectations
  - Disease state education
  - Vaccination recommendations
11/18/20
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.

- Pharmacist Team
  - Final Onboarding Coordination
    - Enrolled in SP PMP
    - 11/19/20 delivery
    - Welcome packet
    - PsA disease state handout
    - Taltz handout
    - Manufacturer kits/pamphlets
    - Useful external resources
    - Sharps container/alcohol swabs
    - Package tracking e-mail sent

Hi James, Here is the Taltz injection instruction video link and the written instructions attached for your review prior to your first injection. If you come across any questions, please do not hesitate to call us! We are available 24/7 and our answering service will connect you with one of our clinical pharmacists after hours. It was great speaking to you today. Have a great day!

https://tvs1.co/l/te7k

-Adam
Specialty Pharmacy | The Patient Journey

1. Initial Patient Engagement
2. New Patient Consultation
3. Patient Follow-Up
12/11/20
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.
• Call Center Team
  • Refill Coordination
    • Text message refill questionnaire
    • Delivery address confirmation
    • Delivery date confirmation – 12/15/20
    • Shipping instructions
    • Ancillary supplies needed
    • Package tracking e-mail sent
Specialty Pharmacy | Text Messaging Platform – Refill Coordination

You have a message from Health Specialty - Click the link to view the full message:
https://twsl.co/q3U5hdo2YL

You have a message from Health Specialty - Click the link to view the full message:
https://twsl.co/q40RF110o

You have a message from Health Specialty - Click the link to view the full message:
https://twsl.co/q0BnYimzw

You have a message from Health Specialty - Click the link to view the full message:
https://twsl.co/qdUaX669e

Fri, Aug 21, 1:06 PM

You have a message from Specialty Pharmacy. Click the link to view your message:
https://twsl.co/q5p1yA6G2

You have a message from Specialty Pharmacy. Click the link to view your message:
https://twsl.co/q5p1yA6G2

Hi James,
Your prescription for Talitz is eligible to be refilled.
The address we have on file is Halsey st.
We will leave the delivery at the front door. If you provided special delivery instructions, they will be included in your shipping information as noted here:
Please respond to the questions below so that we know if you’d like to refill your prescription, we can confirm your delivery address, and so that you can confirm your preferred delivery date.

Thank you,
Specialty Pharmacy

Would you like to refill your prescription?
- Yes
- No

Where would you like us to ship your medication?
- Address on file (in the message above)
- Different permanent address
- Temporary address
- Address on file with different instructions

Please specify on which day you would like your medication to arrive. **For non-refrigerated medications, you can choose Monday through Friday. **For refrigerated medications, you can choose Tuesday through Friday

Delivery Date (no weekends):
Dec 15, 2020

Cancel   Submit
Specialty Pharmacy | Text Messaging Platform Pilot Outcomes

- Two-way text messaging
- Ability to send videos, links, documents, forms
- Available for text, email, app
- Branching logic

<table>
<thead>
<tr>
<th>Pharmacy Outcome (N = 515)</th>
<th>Pre-Texting</th>
<th>Post-Texting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean Patient Response Time</td>
<td>68.6 hours</td>
<td>32.1 hours*</td>
</tr>
<tr>
<td>Mean Adherence Rate (using MPR)</td>
<td>0.90</td>
<td>0.94*</td>
</tr>
<tr>
<td>Outbound Refill Calls</td>
<td>100%</td>
<td>31%*</td>
</tr>
<tr>
<td>Patient Satisfaction with Twistle</td>
<td>N/A</td>
<td>4.6/5</td>
</tr>
</tbody>
</table>

* p-value < 0.001
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.

- Pharmacist Team
  - Patient Re-assessment
  - Chart review
  - Adherence evaluation
  - Symptom & QOL evaluation
  - Changes in health status
  - Medication reconciliation +/- DI Check
  - Side effect evaluation
  - On-going monitoring parameters
  - Progress toward therapy goals
  - On-going patient education
James is a 36yo M diagnosed with PsA and is switching therapies from MTX to Taltz.
- Pharmacist Team
  - During re-assessment:
    - Adverse effects identified
    - URI symptoms
  - Recommendation:
    - Urgent care visit
    - Hold next injection until URI resolved
  - Prescriber call to discuss recommendation
  - Recommendation Accepted
  - Continue monitoring monthly
<table>
<thead>
<tr>
<th>Call Center/Clinical Pharmacist Team Task</th>
<th>2019 Call Center/Clinical Pharmacist Team Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Refill Reminder Outreach</strong></td>
<td>Average Speed to Answer</td>
</tr>
<tr>
<td>At least 3 days prior to next fill date</td>
<td>Call Abandonment Rate</td>
</tr>
<tr>
<td><strong>Refill Reminder Frequency</strong></td>
<td>Median Refill Turn-Around Time</td>
</tr>
<tr>
<td>Hep C/Oncology/TXP = every 3 days</td>
<td></td>
</tr>
<tr>
<td>Other Therapies = every 7 days</td>
<td></td>
</tr>
<tr>
<td><strong>Refill Reminder Attempts</strong></td>
<td>Secondary Adherence Rate (PDC) - Overall</td>
</tr>
<tr>
<td>*Prescriber Contacted after 3 attempts</td>
<td>• Hepatitis C</td>
</tr>
<tr>
<td><strong>Refill Reminder Frequency</strong></td>
<td>• Autoimmune Conditions</td>
</tr>
<tr>
<td><strong>Hep C/Oncology/TXP = 4 attempts</strong></td>
<td>• Multiple Sclerosis</td>
</tr>
<tr>
<td>Other Therapies = 3 attempts</td>
<td>• Oncology</td>
</tr>
<tr>
<td><strong>Prescriber Refill Requests</strong></td>
<td></td>
</tr>
<tr>
<td>Within 1 week of last refill dispense</td>
<td></td>
</tr>
<tr>
<td><strong>Phone messages checked</strong></td>
<td>Inflammatory Patient QOL Improvement</td>
</tr>
<tr>
<td>At least every 90 minutes</td>
<td></td>
</tr>
<tr>
<td><strong>Text message responses</strong></td>
<td>Average Net Promoter Score</td>
</tr>
<tr>
<td>Within 1 day</td>
<td></td>
</tr>
<tr>
<td><strong>Pharmacist Follow-up Frequency</strong></td>
<td>Average Pharmacist Intervention/Assessment</td>
</tr>
<tr>
<td>Customized Based on Condition, Medication, Patient Needs, &amp; Pharmacist Clinical Judgement</td>
<td>Estimated Intervention Cost Avoidance</td>
</tr>
<tr>
<td><strong>Pharmacist Follow-Up Outreach (if unable reach)</strong></td>
<td>Estimated Intervention Cost Avoidance per PMP-enrolled Patient</td>
</tr>
<tr>
<td>*Prescriber Contacted after 3 attempts</td>
<td></td>
</tr>
<tr>
<td>At least monthly</td>
<td></td>
</tr>
</tbody>
</table>
### Specialty Pharmacy | Disease State-Specific Clinical Assessment Example

<table>
<thead>
<tr>
<th>Specialty Pharmacy</th>
<th>Disease State-Specific Clinical Assessment Example</th>
</tr>
</thead>
</table>

#### 10. Inflammatory Regimen:
- Adenovirus
- Berlexa
- Circina
- Cosenza
- Dupixent
- Emtricitabine
- Empix
- Harmine
- Ilaran
- Ina
- Infliximab
- Kocca
- MTC
- Olawinex
- Oraicena
- Oleca
- Remicade
- Rentivos
- Rinoveq
- Sipomir
- Steilina
- Storax
- Taliz
- Tramylq
- Uvexis
- Kelzani
- Other

#### 11. Inflammatory Diagnosis:
- ASL
- Atomic Darm
- Bactrim
- Cenex
- Giant Cell Arteritis
- HD
- JIA
- IGI
- IGA
- RA
- SLE
- SLE
- UC
- Uveitis
- Other

#### 12. Other Therapy:
- ASL
- Atomic Darm
- Bactrim
- Cenex
- Giant Cell Arteritis
- HD
- JIA
- IGI
- IGA
- RA
- SLE
- SLE
- UC
- Uveitis
- Other

#### 13. Other Diagnosis:
- Yes
- No

#### 14. Anticipated Date:

#### 15. Has the Patient Been on This Therapy Before?
- Yes
- No

#### 16. Previous Inflammatory Therapies:
- 6-MP
- Adenovirus
- azathioprine
- Berlexa
- Circina
- Cosenza
- cyclophosphamide
- Dupixent
- Emtricitabine
- Empix
- Harmine
- Ilaran
- Ina
- Infliximab
- Kocca
- MTC
- Olawinex
- Oraicena
- Oleca
- Remicade
- Rentivos
- Rinoveq
- Sipomir
- Steilina
- Storax
- Taliz
- Tramylq
- Uvexis
- Kelzani
- Other

#### 17. Other -
- Continued Therapy
- Not Effective
- Partial Response
- Side Effects
- Drug Interaction
- Allergy
- Administration Issues
- Insurance/Cost
- Other

#### 18. Why was previous therapy discontinued/changed?
- Adenovirus
- Infliximab
- Cosenza
- Cosenza
- Dupixent
- Emtricitabine
- Empix
- Harmine
- Ilaran
- Ina
- Infliximab
- Kocca
- MTC
- Olawinex
- Oraicena
- Oleca
- Remicade
- Rentivos
- Rinoveq
- Sipomir
- Steilina
- Storax
- Taliz
- Tramylq
- Uvexis
- Kelzani
- Other

#### 19. Other:
- ASL
- Atomic Darm
- Bactrim
- Cenex
- Giant Cell Arteritis
- HD
- JIA
- IGI
- IGA
- RA
- SLE
- SLE
- UC
- Uveitis
- Other

#### 20. Anticipated Date:

#### 21. Has the Patient Been on This Therapy Before?
- Yes
- No

#### 22. How long has this patient been on this medication to date?

#### 23. Previous Inflammatory Therapies:
- 6-MP
- Adenovirus
- azathioprine
- Berlexa
- Circina
- Cosenza
- cyclophosphamide
- Dupixent
- Emtricitabine
- Empix
- Harmine
- Ilaran
- Ina
- Infliximab
- Kocca
- MTC
- Olawinex
- Oraicena
- Oleca
- Remicade
- Rentivos
- Rinoveq
- Sipomir
- Steilina
- Storax
- Taliz
- Tramylq
- Uvexis
- Kelzani
- Other

#### 24. Other -
- Continued Therapy
- Not Effective
- Partial Response
- Side Effects
- Drug Interaction
- Allergy
- Administration Issues
- Insurance/Cost
- Other

#### 25. Why was previous therapy discontinued/changed?
- Adenovirus
- Infliximab
- Cosenza
- Cosenza
- Dupixent
- Emtricitabine
- Empix
- Harmine
- Ilaran
- Ina
- Infliximab
- Kocca
- MTC
- Olawinex
- Oraicena
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- Rentivos
- Rinoveq
- Sipomir
- Steilina
- Storax
- Taliz
- Tramylq
- Uvexis
- Kelzani
- Other

### Pharmacist Wellness Check-in -

#### During the past 7 days, how many HOURS did you miss from work because of your condition?
- (include hours you missed on sick days, times you went in late, left early, etc.)
- 8

#### During the past 7 days, how much did your condition affect your productivity while you were working? If your condition affected your work only a little, choose a low number. Choose a high number if you feel that you are doing poorly.
- 5

#### Do you feel that your medication is working well for you?
- Yes, all or most of the time
- Yes, but only sometimes or partially
- No, it isn’t working for me
- Unsure if it is working

#### Would you like one of our pharmacists to reach out to discuss how your medication is working for you?
- Yes
- No, not at this time
<table>
<thead>
<tr>
<th>Specialty Pharmacy</th>
<th>Disease State-Specific Reportable Clinical Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inflammatory Conditions</strong></td>
<td><strong>Multiple Sclerosis</strong></td>
</tr>
<tr>
<td>- Inflammatory Condition Type</td>
<td>- MS subtype</td>
</tr>
<tr>
<td>- Prior Treatments</td>
<td>- Prior Treatments</td>
</tr>
<tr>
<td>- DMARD Status</td>
<td>- Vitamin D Status</td>
</tr>
<tr>
<td>- TB Status</td>
<td>- Depression Status/Severity</td>
</tr>
<tr>
<td>- Hepatitis B &amp; C Status</td>
<td>- MS Relapses</td>
</tr>
<tr>
<td>- BSA Affected (Derm)</td>
<td>- Unmanaged MS Symptoms</td>
</tr>
<tr>
<td>- Morning Stiffness (Rheum)</td>
<td>- Work Productivity &amp; Impairment</td>
</tr>
<tr>
<td>- Pain Score (Rheum)</td>
<td>- Patient Global Assessment of Disease State Activity</td>
</tr>
<tr>
<td>- Work Productivity &amp; Impairment</td>
<td>- MS-related hospitalizations</td>
</tr>
<tr>
<td>- Patient Global Assessment of Disease State Activity</td>
<td>- MS-related ER visits</td>
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<tr>
<td>- IBD-related hospitalizations</td>
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<tr>
<td>- IBD-related ER visits</td>
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<tr>
<td><strong>Hepatitis C</strong></td>
<td><strong>PAH</strong></td>
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<tr>
<td>- Genotype</td>
<td>- Prior Treatments</td>
</tr>
<tr>
<td>- Cirrhosis Status</td>
<td>- WHO Functional Class</td>
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<td>- Prior Treatment Status</td>
<td>- Symptom Severity</td>
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<td>- Reinfaction Status</td>
<td>- Unmanaged PAH Symptoms</td>
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<td>- Treatment Duration</td>
<td>- REMS requirements</td>
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<td>- SVR12</td>
<td>- Patient Global Assessment of Disease State Activity</td>
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<tr>
<td>- Discontinuation reason</td>
<td>- PAH-related hospitalizations</td>
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<td>- PAH-related ER visits</td>
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<tr>
<td><strong>PCSK9 Inhibitors</strong></td>
<td><strong>All Conditions</strong></td>
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<td>- LDL</td>
<td>- Reported by Condition</td>
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COVID-19 Pandemic

- Multiple Asthma/Allergy Clinics closed
- Patients had nowhere to receive Xolair injections
- FDA released Xolair self-administration exception
- Created Xolair Home Administration protocol
- Health plan collaboration
  - Screen Xolair patients
  - Ensure medical billing was managed appropriately
  - Convert Xolair vial PAs to pre-filled syringes
- Virtual/telephonic patient counseling and administration training session
- Epinephrine status/need evaluation
- Added EpiPens to SP inventory
- Patient/caregiver anaphylaxis management education

![Image of Xolair Home Administration Assessment v2]