

# How Our Specialty Pharmacy Supports You and Your Patients

A cancer diagnosis may raise an infinite number of questions. What's the prognosis? What's the right treatment path? And can the patient afford it? When an oncologist faces telling a patient their diagnosis, that patient's journey is just beginning. Throughout the continuum of care, as physicians' offices increasingly get buried under the administrative tasks that go along with providing care today, it's more crucial than ever

to have trusted partners on this journey. With 25 years of clinical experience, our oncology-focused specialty pharmacy, Biologics by McKesson, stands with practices to help them deliver best-in-class patient care and promote the best possible patient outcomes through financial, logistical and clinically expert patient-support services. Your oncology patients and practice need a specialty pharmacy on their side. Here's how we support you.



## Determining Coverage

“Which treatment can you better afford?” should not be the question that determines a patient's treatment journey. Unfortunately, it's a question that providers must consider when they are under pressure to make decisions and weigh options for their patients.

Specialty pharmacies can help providers and patients by navigating the complex payer world and taking on the sizable burden of determining coverage, prior authorization and financial assistance to help patients get on therapy. Here's how Biologics gets your patient covered.

## Benefits Investigation

Biologics navigates coverage, negotiates with payers, identifies financial-assistance opportunities and also takes the time to thoroughly investigate your patient's questions about insurance, co-pays and which form is which — questions that can keep patients up at night. Each day without coverage means another day without treatment, so answers and solutions are a necessity.



### **Payer Network**

We contract with more than 500 unique payers and confirm benefits within four hours of processing a clean prescription. We'll follow up as many times as it takes to find the necessary coverage, and if we're not in-network, we'll quickly transfer the prescription to an in-network pharmacy for prompt delivery and be sure to let your practice know where the prescription has landed.

### **Prior Authorization Facilitation**

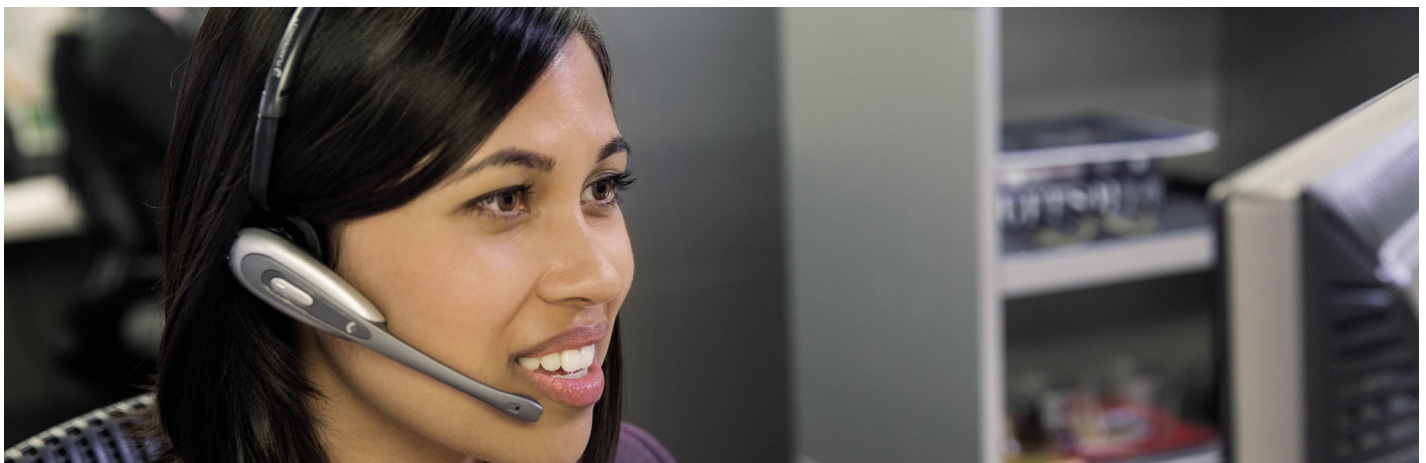
We know that payers have numerous requirements for prior authorizations, from documentation and supporting literature to specific publications or evidence of molecular mutation. Since we share a clinical expertise in oncology, we can provide payers with reasoning for a particular drug and, thanks to our strong history with these companies, we know exactly what they need to issue an approval. We'll share their specific preferences — such as tried-and-failed requirements — and help you submit the necessary information. We're proud to have a low percentage of denials and a high denial-overturn rate, but we'll also remain vigilant through the appeal process in the case of a denial.



### **Financial Advocacy**

Biologics' financial counselors explore every financial aid possibility — including coverage, funding and assistance programs — for patients whose co-pay totals more than \$50. Since 2017, we've secured more than \$60 million in financial resources for patients.

Once coverage is confirmed, the patient is safely on the path to treatment, and our work is just beginning.



## Streamlining Logistics

As soon as benefits are confirmed, Biologics has stringent goals for getting your patients on therapy as quickly as possible — and for the logistical proficiencies and far-reaching network needed to manage that process effectively and efficiently.

We prioritize strong accountability measures and internal performance standards to ensure that providers and their patients have a better, quicker experience.



### Exclusive Drug Coverage

Biologics offers more than 130 cancer and rare-disease therapies, including more than 100 orals, approximately 10 of which are exclusive to us and at least 50 of which are offered through limited-distribution networks.

### Time to First Fill

We process prescriptions within one hour of receipt when the prescription is clean; 46% of new patients have their prescription filled within three days.

### Refills

We remind patients about refills via text messaging to expedite the process.

### Shipping

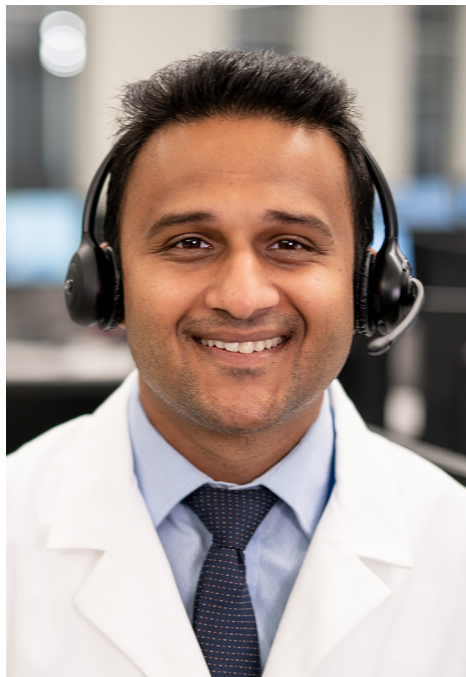
We ship medications directly to your patient's home or preferred location, helping ensure patients' lives and care locations aren't restricted while on treatment.



## Welcoming New Patients

In 2018, more than 23,000 providers entrusted their patients to our care. We take that charge very seriously and do everything in our power to help patients succeed on the treatment plan you recommend.

We prioritize strong accountability measures and internal performance standards to ensure that providers and their patients have a better, quicker experience.



### Clinically Expert Consultation

Biologics never delivers drugs until the patient or caregiver has been counseled by our pharmacist. Setting patients up for success on these expensive, often side-effect-heavy therapies is always our goal, and that requires strong communication between patients and our care team.

### Patient-Pharmacist Onboarding

Biologics pharmacists act as a capable and caring extension of your practice and personally call each patient to onboard them onto therapy, talk through instructions and answer questions.

### Welcome Kit

Biologics sends a comprehensive welcome kit to ease patients into the first leg of their treatment journey with information about their treatment plan and how they can lean on their Biologics care team.





## Supporting Adherence

Helping patients stay on therapy requires dedication, especially when treatment plans are complex and the disease is life-threatening.

The longer the patient journey, the more emotional support patients tend to need, in addition to expert clinical advice.

Our oncology-specific clinical-care teams include board-certified oncology pharmacists, registered nurses and certified pharmacy technicians who learn each patient's needs and develop personalized assessments, adherence-risk evaluations and ongoing counseling plans.

## Dedicated Teams

At Biologics, your patient will have a dedicated team of nurses and pharmacists available 24/7, allowing relationship-building and visibility into their journey.

## Customized Care Plans

We build personal care plans based on the medication profile and the initial call between the pharmacist and the patient, outlining critical points in time for nurses to reach out to patients. Our patient-support services boast a 90% opt-in rate and free up bandwidth for our providers.

## Risk Assessments

We consistently outperform other specialty pharmacies in the same limited-distribution networks when treating patients. We attribute this success to our strong patient-support services and our regularly administered adherence-risk assessments. According to a 2017 study in the Journal of the American Medical Association, patients who can report their symptoms to a nurse stay on therapy two months longer.



**“As a three-time childhood-cancer survivor, I’ve seen a 360-degree view of the process. These patients have so much going through their minds on a daily basis. The more we are able to give oncologists the information the patient is giving us, the better. It’s a big trust that doctors put in us. Taking care of the patient isn’t just about getting the patient on therapy on time. It’s about communicating so doctors can take better care of their patients. It’s not an easy role, but this is a passionate group of people.”**

— Travis Jones, Practice Support Liaison





**“Recently, a patient told Biologics that their doctor had taken them off therapy. We reached out to the doctor to make sure it was OK. Because our relationship was so strong, the doctor was able to say, ‘No, we did not tell them to stop their medication!’ That’s why it’s very important to close the loop. This happens every day. When we relay nonadherence to the doctor, it gets solved.”**

— Vandalyn Moore  
Manager of Practice  
Support Liaisons

## Customized Partnerships

Our goal is to become a seamless extension of your practice and support you in caring for your patients. We do that by customizing our approach to fit yours.

### Single Point of Contact

Our Practice Support Liaisons can act as your single point of contact for relaying clinical and operational information. We develop relationships with patients, sometimes over the course of years, which means we also get to know providers really well. We value that personal connection because we want you to feel the relief that comes from trusting someone you know and can rely on.

### Daily Reports

Every morning, our practices in the Practice Support Liaison program get a daily report that covers the following:

- ✓ Refills or discontinued prescriptions in the past seven days
- ✓ Name, date of birth and prescription status for each patient
- ✓ Pending benefits investigations
- ✓ Dates of ship and delivery

We can also send new-patient and new-prescriber reports daily. These useful tools offer providers maximum transparency, in the spirit of reducing burden and streamlining efficiencies.

### Communications

Effective communication is key to our partnership. We set and fulfill expectations and deliver the right information to provide stability and transparency for your practice. We can be as detailed as you like and adjust our communications and reporting to your preferences, at a practice level or patient-by-patient level. If you just want the update, we’ll send that. If you want something more in-depth, we’ll dive deeper and give you the full story.



## **The Future of Care**

Biologics' ultimate goal is to partner with you to create the future of care. We continue to customize and enhance our capabilities to support your practices.

### **In Conclusion**

Currently, we are looking at patient-reported outcomes and how we can engage patients through different channels depending on their preference; how to expand how we use our nursing resources; how to target and optimize a high-touch experience for high-risk patients; and collecting better payer data that proves how our patient-first approach reduces overall healthcare costs.

In our perfect world, patients and providers won't have to ask, "Is this treatment affordable?" or "Can I manage it?" Only, "What is the best treatment for me?" and "Can I beat this?" We think we can build that world together.