



# Protecting patient-centered care during anticipated events and unplanned disruptions

## A comprehensive approach from Biologics by McKesson specialty pharmacy

In times of crisis, the true measure of an organization's commitment to its mission is revealed. Biologics has consistently demonstrated an unwavering dedication to simplifying access to medication and delivering personalized care that helps patients achieve the best possible outcomes. We do this by putting patients as our first priority, even amidst unprecedented challenges.

As a leading provider of specialty pharmacy services in both oncology and rare disease therapies, Biologics understands that patients rely on us not just for their medications, but for comprehensive support that includes compassionate care, seamless coordination and innovative solutions. Here, we will explore how Biologics maintains and enhances our patient-centered approach during crises, ensuring that those we serve receive the highest quality care and support when they need it most.

### Change Healthcare Case Study →

Find out how **Biologics swiftly addressed patient needs** during the Change Healthcare outage, ensuring continuous care with proactive measures and innovative solutions.

### 2024 Hurricane Case Study →

Discover how **Biologics' proactive planning ensured patients received essential medication** before and after a catastrophic weather event, highlighting their dedication to uninterrupted care.



**Biologics takes a proactive approach to caring for all patients during planned and expected events.** Backed by the robust infrastructure and extensive resources of McKesson, a Fortune 9 company, Biologics leverages its capabilities and integrated teams to keep a pulse on what is happening. By staying ahead of current events, we nimbly ensure seamless coordination and support for patients. During any planned event, outage or downtime — such as a holiday, routine weather event or supply chain disruption — Biologics prepares by identifying an individualized patient outreach plan and communicating with providers about impending shipment and delivery delays through multiple outlets such as emails, social media posts, and communication from the dedicated provider sales team.

**A quick response that patients can rely on.** In the aftermath of an unplanned event, such as a systemic outage, Biologics stands as a steadfast pillar of support for patients. Understanding the critical importance of continuity in care, we mobilize swiftly to assess the situation and implement our comprehensive crisis management protocols. Our dedicated team coordinates with healthcare providers to ensure that patients receive uninterrupted access to their medications and essential support services. Through the development of a solid contingency plan, coordination with involved parties, and open communication, we prioritize the wellbeing and safety of our patients during these challenging times, reaffirming our commitment to putting patients at the center of everything we do.

“At Biologics, our commitment to patient care extends beyond the ordinary. During times of crisis, we take a proactive approach to filling prescriptions, ensuring that no patient is left without the medication they need. **Our detailed contingency plans are designed to anticipate and address any potential disruptions, allowing us to maintain seamless service.** Furthermore, we prioritize clear and ongoing communication with patients and their families, keeping them informed and reassured every step of the way. Our goal is to serve each and every patient with the highest level of care and dedication, especially when they need it most.”

— **Ela Lourido**, Vice President, Specialty Pharmacy Services





## Change Healthcare Case Study

### Rapid assessment

The Change Healthcare outage of 2024 caused a significant disruption in healthcare services — affecting patients, providers and payers. It led to nationwide delays in claims processing, patient care and benefits confirmation, creating operational challenges for Biologics.

In a crisis such as the Change Healthcare outage, Biologics' core focus is ensuring seamless continuity in patient care and minimizing therapy disruption. The Biologics team was quick to engage and find alternative systems to process claims, demonstrating unwavering support for patients.



While our team could not process claims through Change Healthcare, it did not stop them from processing both new prescriptions and refills so that no patients went without their much-needed therapies.



The Biologics team leveraged McKesson's robust ecosystem, infrastructure and resources to develop different workflows; this alternative system was used for claims processing, ensuring patients got their therapies on time.



Operations leaders at Biologics worked with urgency alongside their partners at CoverMyMeds to build redundant processes for claim processing through RelayHealth.



Our team worked closely with pharmaceutical organizations to ensure financial support options were available to patients while copay cards could not be processed through Change Healthcare.



Real time communications went out to providers and practices in order to cascade updates regarding the status of patient prescriptions.

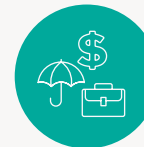
Before, during, and after any crisis, **rapid assessment and swift development of action items** are necessary to ensure uninterrupted access to therapies.

### Continuity of care

Continuous patient care and uninterrupted access to medication remain Biologics' focus, even as challenging circumstances arise. We ensure that patients facing cancer and rare diseases can access the treatment they need by:



**Standardizing operating procedures** so patients can fill or refill their medications



**Working closely with payers** to ensure coverage of patient medications



**Providing constant, continuous communication** to providers and their practices



**Safeguarding** patient information

“Even during times of crisis, the paramount concern for Biologics will always be unwavering patient care and adherence. Ensuring that patients continue their treatment without interruption is vital to their health and wellbeing. **Our commitment to supporting patients through these challenging times underscores the core values of our organization.**”

— **Mark Alwardt**, Vice President, Provider and Payer Engagement



## 2024 Hurricane Case Study



### Proactive planning

Three days before Hurricane Milton's anticipated landfall in October 2024, the Biologics team proactively pulled a list of patients with Florida shipping addresses in the storm impact zone who would likely need medication refills.

**Over 300 active patients** were identified with prescription therapy fills due from Monday, October 7, 2024, to Tuesday, October 15, 2024.

The Biologics team connected with 52% of the identified patients within the storm impact zone and shipped their therapies early to ensure delivery before the storm made landfall. They also established a plan for the remaining patients — to fill and ship their refills following the anticipated weather event for delivery that week.\*

Similarly, in September 2024, when Hurricane Helene disrupted Western North Carolina, the Biologics team acted swiftly to connect with impacted patients. Daily, the Biologics team pulled lists of no-service zip codes and connected with patients who needed therapy refills in those delivery areas. They arranged secondary delivery locations, offered alternative delivery sites to meet the needs of the patient, and even dispatched couriers for urgent deliveries.

By following these critical steps, Biologics reaffirmed our commitment to maintaining the highest standard of patient-centered care, even in the face of unforeseen challenges.

\*Unless otherwise directed by the patient.

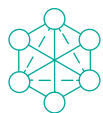
When the hurricanes hit in 2024, Biologics remained committed to the highest standard of patient-centered care.



## Working together to deliver exceptional care to every patient

Not every specialty pharmacy is equipped to care for patients with a dedicated therapeutic focus — especially during challenging times. Experienced specialty pharmacies such as Biologics understand the challenges for patients who are particularly prone to therapeutic disruption and might benefit from individualized support. With nearly three decades of experience supporting patients with oncologic and rare conditions, Biologics understands the challenges of this community and strategically targets highly complex therapeutic areas requiring the high-touch support of a specialty pharmacy provider who can act as an extension of the patient care team.

### Biologics can help



Our teams are adept at navigating patient benefits and the complexities of patient coverage, including connecting patients with organizations that provide financial assistance.



We ensure providers are equipped with the most current scientific literature for payer determinations, formulary exceptions, prior authorizations or appeals.



Closed loop communication keeps providers aware of patient challenges and progress while they are not in their provider's direct care.



To learn more about Biologics, visit us at **[biologics.mckesson.com](https://biologics.mckesson.com)**