

Close to 55% of employers, health plans and other plan sponsors identified “overall cost of specialty medications” as their top concern for 2013.<sup>1</sup> With the growing complexity and need for specialty medications, BeneCard PBF offers a *Specialty Care Management Program* that provides a customized, personal approach to specialty management through **Benecard Central Fill Specialty Pharmacy**.

Patients receiving medications through the **Benecard Central Fill Specialty Pharmacy** are provided with a customized patient care plan designed by our skilled pharmacy team. Each patient is monitored individually to ensure their medication and dosage is appropriate and patients are adherent to their prescribed therapy.

### Member Outreach and Education

Education is an essential part to medication adherence. Specialty medications require precise handling, monitoring and delivery coordination.

For every medication dispensed at the **Benecard Central Fill Specialty Pharmacy**, members receive a one-on-one consultation with one of our experienced pharmacists. During the consultation, the pharmacist counsels the patient on appropriate administration, management of potential side effects, and proper dosing of their prescribed medication. Pharmacists also assess the patient's emotional and cognitive capability as well as compliance probability.

### Personalized Member Service and Consultation

Prior to dispensing a specialty medication, a pharmacist from the **Benecard Central Fill Specialty Pharmacy** is responsible for the following:

- Contacting the prescriber for diagnosis for all new medications or the first fill at Benecard Central Fill Specialty Pharmacy
- Verifying member eligibility and identifying lower-cost alternatives that may be available
- Obtaining the member’s age and weight in order to verify dosing based on the manufacturer’s recommendations and current clinical guidelines
- Obtaining disease state information from the prescriber and member
- Documenting details gathered from the prescriber in the member’s profile
- Performing clinical drug utilization review (DUR) to identify potential issues
- Counseling the patient on their medication usage
- Arranging for shipment of the medication and informing the member when the medication will arrive, making sure someone will be available to accept the shipment.

## Specialty Care Management Program Enhancements

BeneCard PBF maintains a flexible suite of clinical programs to support specialty care management that are designed to manage appropriate dose, quantity, adherence to therapy, and duration of therapy. These components include:

- **First Fill Program**  
To help control costs and minimize waste, we recommend a first-fill program. This program limits the medication to a two-week supply or less, allowing the patient to be stabilized and provides the physician the opportunity to determine if this is the most effective course of therapy.
- **Prior Authorization Program**  
Our prior authorization program is designed to promote clinically appropriate utilization of medication. Clients have the option to utilize our standard clinical prior authorization list or customize their own list. Members will be required to have their medication authorized prior to the claim being approved. A member's prescribing physician would be required to submit a prior authorization form including details of the patient's medical condition.
- **Step Therapy Program**  
We offer a number of protocols for specialty medications in our Step Therapy Program. Each protocol considers all medications within a therapeutic class and promotes the most clinically appropriate and cost-effective medication in that specific therapeutic class. For medications subject to step therapy, the system analyzes claim history for evidence of one of the first-line agents; if no history is detected, the claim is rejected and the prescribing physician is contacted to review and obtain authorization for the recommended first-line medication.

## Actual Acquisition Pricing and Flexibility

For those medications dispensed from our specialty facility, we use an actual acquisition cost pricing model so our clients benefit from the discounts we receive. Under this model, we pass through the invoice cost for which we purchased the medication, plus a fixed dispensing fee. Clients receive the upside value of any rates that exceed our minimum guarantees.

## Benecard Central Fill Specialty Pharmacy Program

The *Specialty Care Management Program* is included in our administrative fee. Standard clinical prior authorization fees apply.

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<sup>i</sup> Pharmacy Benefit Management Institute (PBMI) "2013 Specialty Drug Benefit Report."