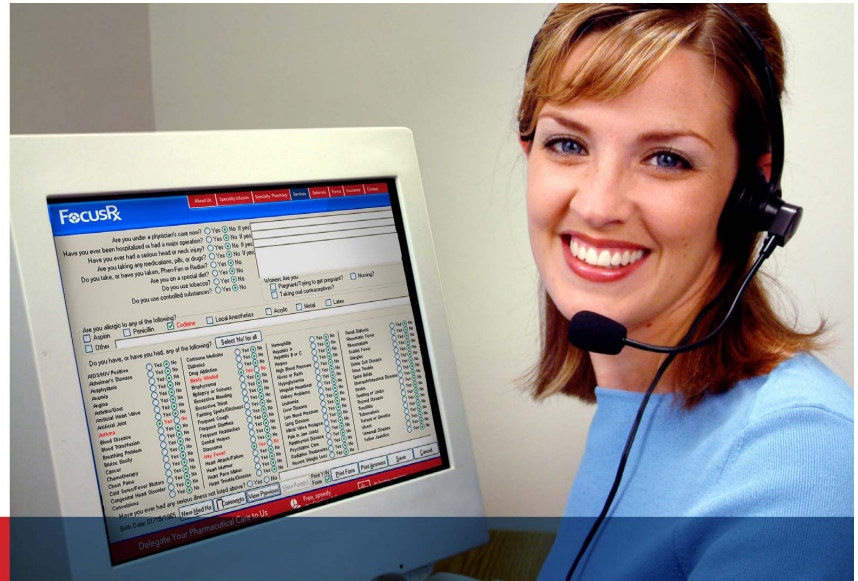




Positive Patient
Outcomes

Specialized Pharmacy Services

Focus Rx collaborates with providers, patients, and payors to put the patient back in patient care.



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Choosing a Specialty Pharmacy

Developed by Focus Rx

What should one look for in a Specialty Pharmacy?

Consider Quality – Service, Character and Capabilities

Though Specialty Pharmacy has been around for decades, it's most likely that you have come to know about it in more recent times. With chronic and complex diseases on the rise and the continuing approval of cutting edge, expensive therapies, specialty pharmacy is poised for

question then becomes, how does one choose a pharmacy that will be in the best position to meet both provider and patient needs?

The ability to stock and dispense specialty drugs is the first of many characteristics that make specialty pharmacies stand out in a

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continued growth, becoming the thread that holds together the fabric of modern healthcare. The term "specialty pharmacy" is still one that many struggle to define well. Today, we see a full spectrum of pharmacies becoming more involved with the treatment of chronic disease, from retail pharmacies that stock expensive medications to some of the largest mail order pharmacies in the world. With so many options, the

crowd. Specialty drugs are typically defined as being high cost, scientifically engineered drugs used to treat complex, chronic conditions that require special storage, handling, and administration. Further, these drugs also involve a significant degree of patient education, monitoring, and management. The unique characteristics of these medications have many implications on specialty practices and the patients they

Industry Facts

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- Less than 4% of patients require specialty medications but they account for 25% of healthcare costs.¹
- The U.S. wastes over \$300 billion every year on unnecessary medical costs – ER visits, hospitalizations, and extra tests – all to treat health complications that could have been avoided.²
- Over 90% of specialty medications require an authorization prior to dispense.³

intend to treat. Access to these types of drugs becomes the first issue for most and one that can be distracting to the clinical focus of medical practices if they become bogged down by administrative burdens. Payers almost always require that a time-consuming authorization be approved prior to a pharmacy dispensing the medication to a patient. After hours of work go into justifying the physician's course of treatment, it is likely the patient may be unable to afford their medications. Treatment costs have risen to a mind-blowing \$1000 per tablet in some cases and the financial responsibilities for patients can cost as much as, if not more than, one's mortgage payment. In addition, a patient's likelihood of treatment success is based on their

Customer Service

Unfortunately, for most patients it is already confusing and difficult enough to learn about an unfortunate and complex diagnosis like Cancer, Hepatitis C or Rheumatoid Arthritis. Every patient dealing with these circumstances and looking to access their intended treatments deserves to experience outstanding customer service from a specialty pharmacy that is compassionate, educated, and urgent in meeting those patients' needs. Once the specialty pharmacy receives the patient's prescription and necessary insurance and demographic

ability to take the medication when they should, how well they respond to it and how well they can tolerate its potential side effects. At the moment of diagnosis, a prescriber should choose to utilize the comprehensive services of a qualified specialty pharmacy to alleviate these concerns. From there, an effective pharmacy will be able to partner with the practice to mitigate the administrative burdens associated with accessing specialty medications and allow the prescriber to spend more time on what's important – addressing the clinical needs of patients. Below, you will find several characteristics and capabilities that you should look for when choosing the best specialty pharmacy to meet your needs.

Customer Service ...

- Dedicated Specialty & Inside Account Managers
- Benefit Verification and Prior Authorization Support
- Financial and Co-Pay Assistance
- Convenient Delivery Options
- 24/7 Patient Support

information, it should then support the patient through an extensive benefit verification process, provide prior authorization expertise, financial assistance to those in need, convenient packaging and delivery options, patient education as well as ongoing 24/7 pharmacist support to give patients their greatest chance of successful treatment.

Specialty Medication Therapy Management

Once the patient has been approved for treatment and has access to the drug, it becomes imperative for the specialty pharmacy to create a personalized adherence program to assist a patient in getting the most out of their treatment. In most cases, specialty drugs can have side effects that are difficult to deal with. Couple these side effects with variables like an individual's illness, length of treatment, overall health, age, conditions at home, family responsibilities, lifestyle, etc. and one quickly realizes that Specialty Medication Therapy Management (SMTM) is not a one size fits all approach. An excellent pharmacy compliance program will include tools and resources such as expert patient counseling (frequency and means of communication are determined based on initial assessments that consider above factors), refill reminders, drug reminders, and compliance packaging options.

Access to Limited Distribution Drugs

A more recent, common and controversial trend in the specialty space is the development of limited dispensing pharmacy networks as determined by the drug manufacturer. Sometimes manufacturers have unique requirements that not all pharmacies have the expertise to handle or pharmacies may have not yet had the opportunity to demonstrate how they can meet those requirements. While helpful to the manufacturer, these networks can create additional challenges for patients to access their medications. It becomes important then for referring physicians to work with pharmacies that do have access to these types of drugs and/or have outstanding customer service that will assist patients

Focus Rx Facts

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- Has helped thousands of patients access specialty medications
- Nationally Licensed and Accredited
- Focus Rx patients have received several million dollars in financial assistance
- Focus Rx team has provided authorization support to thousands of patients
- 98% satisfaction rating amongst patients
- 100% of customers have rated Focus Rx as good or very good

in accessing those medications even when their pharmacy is not able to dispense.

About Focus Rx

Focus Rx is a high-touch, customer focused specialty and home infusion pharmacy, based outside of NYC that is nationally licensed and prides itself in recognizing the human component in healthcare. Focus Rx exists to put the “patient” back in patient care and it starts with a human being answering the phone. Quality employees offer tools and solutions centered around Focus Rx core values that help more patients access their intended specialty therapies. The Focus team promises to inspire outstanding customer service and provide positive patient outcomes by delivering a service that is relevant to their customers.

References

1. *CVS Caremark. Insights 2013*
2. *New England Healthcare Institute. “Thinking outside the pillbox.”*
3. *EMD Serono Specialty Digest, 9th Edition*