

Pharmacy Concierge Services



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Disclosure Statement



- Zach McCall, faculty for this CE activity, has no relevant financial relationship(s) with ineligible companies to disclose

Learning Objectives




Pharmacists:

- Identify the value of a pharmacy supported, patient-centric care model for medication support.
- Describe how an integrated health system can benefit from a specialty pharmacy care model

Technicians:

- Understand the pharmacy technician role in a specialty care model for adherence support.
- Understand the pharmacy technician role in health system sustainability initiatives.

Pre-Test Questions




RPh


- Which of these is NOT a benefit of a pharmacy supported, patient-centric care model for medication support?
 - Improved medication adherence
 - Improved clinical outcomes
 - Reduced phone calls
- Which is a benefit of a specialty pharmacy care model to an integrated health system?
 - Improved patient continuity of care.
 - Removes all medication workflow from provider offices.
 - Takes decision making burden away from the primary care provider.

CPT

- Which is NOT a way the pharmacy technician provides adherence support in a specialty care model?
 - Proactive refill management
 - Medication side effect management
 - Patient medication use check-ins
- Which is NOT a way the pharmacy technician can support health system sustainability initiatives?
 - Improve prescription retention at inhouse pharmacy.
 - Improve timely refill request and PA processing.
 - Direct patients to Amazon for their medications.


What is Specialty Pharmacy






High Cost

Medicare defines any drug for which the negotiated price is \$670 per month or more



High Complexity


Specialty drugs typically have special handling requirements, require prior authorizations or are only available via a limited drug distribution network



High Touch

Specialty drugs demand intensive (financial, social, clinical) support to successfully complete the therapy

What is the Opportunity?



- Specialty Pharmacy care models are high-touch, proactive and patient-centered pathways to help enhance medication access, adherence and clinical outcomes.
- There are opportunities in chronic use medications that are not typically considered "specialty" medications.
- Value can be defined by:
 - Higher margin
 - Importance to disease management and potential impact on STARS and HEDIS measures
 - Patient Outcomes

Concierge what?



- Use a specialty pharmacy care model for patients on high-value, chronic medications.
 - E.g. GLP1, SGLT2, concentrated insulins
- Also target patients with identified adherence and/or polypharmacy concerns.
 - Improves adherence
 - Improves affordability
 - Improves support for PA and refills
 - Improves clinical outcomes

Service to the Patient



Pharmacy Technician	Pharmacist
<ul style="list-style-type: none"> • Prescription coordination • Shipment (or pickup) coordination • Proactive refill management (connection 1 week prior to refill due) • Insurance checks, PA support • Adherence support/check in • Support for medication assistance programs, coupons, etc. if needed • Coordination with pharmacist/scheduling 	<ul style="list-style-type: none"> • Side effect management/support • Effectiveness monitoring • Answer medication questions and educate on condition being treated • Formulary review for most appropriate medication choice • Collaborative practice models for disease management

Value to the Health System



- Keeps patients in the system
- Better visibility to fills, med list continuity
- Support of Clinic workflows (assume some PA/processing burden)
- Support community pharmacy workflows (faster PA processing, refill management)
- Expand Clinical pharmacist support/capacity
- Keeping prescriptions in the system is revenue generating

Pilot Experience



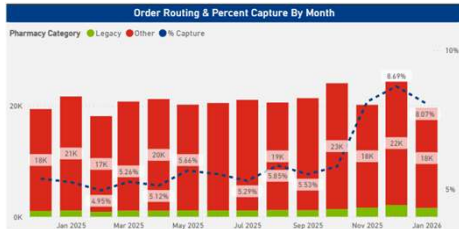
- Completed April to May 2024
 - 1 Pharmacist, very part time
- 66% acceptance rate from patients.
- Patient averaged 6.8 prescriptions each
- Positive annualized net revenue with 1 pharmacist

Program Initiation



- Washington based primary care
 - 1 FTE pharmacist, 3 FTE technicians
- Expansion to Oregon
 - 1FTE pharmacist, 1 FTE technician
- Expectation is to expand to other sites
- Work out of Medication Management Services Clinic
 - Technicians in-clinic at primary care sites at least part time to create visibility for the service
 - Coordination with staff and providers

Results- Script capture for targeted clinics (non-specialty)



What's Next?



- Future-
 - Further development of workflows and reporting capabilities for efficiency and expansion of patient support
 - Merge service with specialty pharmacy
 - Expand clinics that are being supported
 - Expand retail site capacity
- Risks-
 - Reduction in margins
 - Changes in 340b program
 - Inflation Reduction Act and Maximum Fair Price
 - Retail competition
 - Amazon, neighborhood pharmacies

Post-Test Questions



- RPb
- 1) Which of these is NOT a benefit of a pharmacy supported, patient-centric care model for medication support?
 - A. Improved medication adherence
 - B. Improved clinical outcomes
 - C. Reduced phone calls - outgoing phone calls are increased, patients will still call in with questions and concerns
 - 2) Which is a benefit of a specialty pharmacy care model to an integrated health system?
 - A. Improved patient continuity of care - this service connects and strengthens the relationship between the patient's pharmacy and prescribers
 - B. Removes all medication workflow from provider offices.
 - C. Takes decision making burden away from the primary care provider.
- CPT
- 1) Which is NOT a way the pharmacy technician provides adherence support in a specialty care model?
 - A. Proactive refill management
 - B. Medication side effect management - Side effect management is supported by the pharmacist, however, the technician plays an important role in side effect identification
 - C. Patient medication use check-ins
 - 2) Which is NOT a way the pharmacy technician can support health system sustainability initiatives?
 - A. Improve prescription retention at inhouse pharmacy.
 - B. Improve timely refill request and its processing.
 - C. Direct patients to Amazon for their medications- This option routes prescriptions and patients away from obtaining integrative system benefits.
