

VCHCP's Specialty Medication Program



VCHCP utilizes a 4-tier structure for the categorization of prescription medications and member cost share (copayments): Tier 1-Generics, Tier 2–Preferred brand drugs, Tier 3–Non-preferred brand drugs, and Tier 4-Specialty drugs.

The fourth tier, **Specialty Drugs**, are high-cost medications and biologicals, regardless of how they are administered (injectable, oral, transdermal, or inhalant). These drugs have the highest level of copayment within VCHCP's drug benefit program. These medications are often used to treat complex clinical conditions and usually require close management by a physician because of their potential side effects and the need for frequent dosage adjustments.

The major conditions that these drugs treat include, but are not limited to:

- > **Cancer**
- > **Hemophilia**
- > **Hepatitis C**
- > **HIV/AIDS**
- > **Infertility**
- > **Multiple sclerosis**
- > **Crohn's disease**
- > **Rheumatoid arthritis**
- > **Growth hormone deficiency**
- > **Pulmonary Arterial Hypertension**

Because of the seriousness of the patients' medical conditions, the high cost of the drugs, and the complexity of medication management, effective December 1st, 2009, VCHCP utilizes a company known as Accredo to manage our specialty medication program. Accredo is a sub-division of Express Scripts, the plan's pharmacy benefit manager.

Accredo's only business is to manage the care of patients receiving specialty medications. They realize that treatment with specialty medications can be difficult and stressful for patients, and they do everything they can to make it as simple as possible. They understand that each patient is different and has different needs. When a patient first enrolls in the program with Accredo, the first person they are contacted by is a patient care coordinator, a professional caregiver who is dedicated to making sure they receive the best possible treatment. Coordinators work with a team of pharmacists, nurses, the prescribing physician and VCHCP to make sure the member receives optimum care.

SERVICES PROVIDED BY ACCREDO

Essentially, working in conjunction with the prescribing physician, Accredo handles everything about the patient's medications on their behalf.

Their patient care coordinators develop a care plan for each patient and put it into action. They deliver the drugs to the patient's home or to the doctor's office. They offer discreet, express delivery that is generally within 24 to 48 hours after they receive the physician's completed prescription, and they include all needed supplies with the shipment, such as needles and syringes. They will call to remind the patient when it's time to refill their prescription.

CLINICAL SUPPORT

Day or night, the patient can talk toll free with Accredo pharmacists who are experts in specialty medications. They can ask them about potential interactions, find out what to do if they experience side effects and learn what to expect from a new medication.

THERAPY MANAGEMENT AND COUNSELING

Accredo patient care coordinators can arrange for a team of nurses to work with the patient if necessary – professionals who thoroughly understand their disease and specific needs. They can answer patient questions, coordinate with the patient's doctor, and help them achieve the best possible outcomes from the drug therapy.

SOCIAL SERVICES

Accredo has social workers available to provide support when the patient needs it. For example, they arrange for counseling and work on the patient's behalf to explore community or other sources of financial assistance, to help them afford their medications.

INSURANCE COORDINATION

Their insurance specialists take care of all billing issues. They coordinate with VCHCP, talk with the patient's doctor's office, and obtain prior authorizations for the member, eliminating the need for the physician's office to be involved with that process. Because they're experts at what they do, they speed up the process, making it possible for the patient to get their medications quickly.

DISEASE SPECIFIC PATIENT SERVICES

Accredo offers specialty-care management programs designed to provide The patient with comprehensive care well beyond their doctor appointments and prescriptions. Targeted to specific, chronic conditions such as multiple sclerosis, rheumatoid arthritis, hepatitis, bleeding disorders and others, these programs provide access to proactive, clinically based services designed to help the patient benefit the most from their medicine.

FREQUENTLY ASKED QUESTIONS

Q. What is a specialty pharmacy?

A. A specialty pharmacy provides injectable, oral and infused medications. These complex and costly medications usually require special storage and handling and may not be readily available at a local drug store. Sometimes these medications have side effects that require monitoring by a trained pharmacist or nurse. Accredo focuses on providing these medications, while offering excellent clinical services and support to the patient and their caregivers.

Q. How easy is it for the patient to order a prescription refill?

A. As a reminder, Accredo will contact them before they run out of their medication to ensure prompt delivery of their next refill.

Q. How long does it take for a patient to receive their medication?

A. Medications are generally shipped within 24 to 48 hours of Accredo receiving the prescription(s). Deliveries are made to the patient's home or to their doctor's office.

Q. What if the patient has a question about their medication?

A. The patient will have toll-free access to Accredo's staff of nurses and pharmacists who are experts, trained in specialty medications.

Q. Who will instruct the patient on how to administer my medication?

A. In addition to the doctor's instruction, Accredo's clinical teams are available to provide assistance over the phone.

Q. Is there a fee for having Accredo fulfill the patient's prescription needs?

A. The patient will be responsible for any copayments as determined by their benefit plan; delivery of the medication is free.

Q. Where does the patient get the supplies necessary to administer the medication?

A. Accredo ships all standard supplies with the medications, if applicable.

Q. How does the patient get started?

A. The patient will call Accredo toll free at (800) 803-2523 to start the service. An Accredo representative will verify benefit coverage with VCHCP, assist with letters of medical necessity and coordinate delivery of the medications to the patient's home or to their doctor's office.

For more information about the Specialty Medication program, feel free to contact one of our medical management personnel at (805) 981-5060.

The following pages list the medications currently included in VCHCP's Specialty Medication management program.