

Case Study

Streamlining the Referral Process

A look into how a specialty pharmacy partnered with MMIT to enhance its referral process and decrease time to therapy for patients.



THE CHALLENGE

Client Spotlight: A specialty pharmacy is experiencing an uptick in referrals with minimal information from providers. Its current process is very manual and requires spending an excessive amount of time on the phone with payers and providers to get the information it needs to assist patients. These roadblocks are causing delays in time to therapy for patients.

The pharmacy operations leader at the organization is exploring other options for benefit verification to streamline this process. The end goal of this exercise is to find ways to optimize efficiencies and enhance services wherever possible.



THE SOLUTION

Client Spotlight: With the current manual process, the biggest problems the specialty pharmacy was experiencing were:

- Long wait times calling payers
- Constant back and forth with providers looking for documentation
- Lack of understanding of documentation by plan for prior authorizations
- Minimal visibility into qualifications for financial assistance and programs
- Inability to scale a process that can help ramp up its provider/pharmacy advocates

The first strategy was to explore a third-party source of drug coverage and patient assistance program information. In a previous role, the pharmacy operations leader leveraged MMIT's solutions and decided to reach out to learn more about current offerings. After connecting with an MMIT representative, he received the budget clearance to obtain two solutions, Analytics and the Patient Reimbursement Database, to alleviate some of the stresses during the early stages of the referral process.





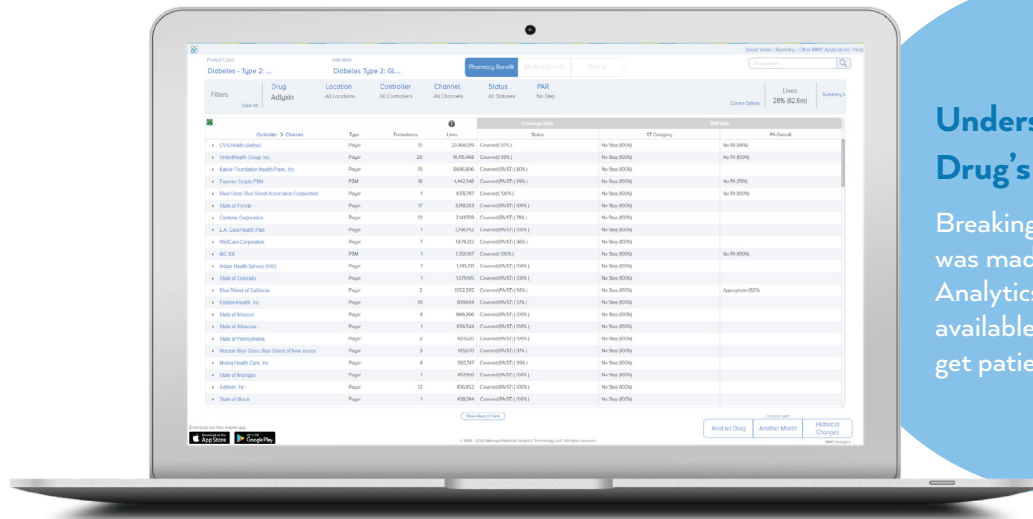
Analytics

The first step in this process is to determine a drug's coverage based on the patient's health plan; processing a referral will take longer without an accurate source of this information. **Analytics** allowed the pharmacy operations leader to understand comprehensive formulary, medical policy and restriction information in an easy-to-use platform. With this tool, the operations team was able to:

- Analyze pharmacy and medical benefit landscapes
- Validate changes in payer policies
- Access publicly available documentation around prior authorizations and step therapies
- Create a scalable, consistent model to understand plans, coverage, and requirements

By including PAR into its workflow, the specialty pharmacy's operations team was able to create a scalable and seamless way to understand coverage. The easy-to-use platform allowed the team to type in the plan information and pull all coverage and documentation information needed. This eliminated the need to spend excessive time on the phone with payers and providers or searching for this information online.

1



Understanding a Drug's Coverage

Breaking down drug coverage was made easy by accessing Analytics to view each plan and available documents needed to get patients on therapy.



Patient Reimbursement Database

After obtaining all necessary information around coverage, the next step was to evaluate any available financial assistance programs. This is crucial to enhancing the patient experience and alleviating stress about affording high-priced specialty drugs. MMIT's **Patient Reimbursement Database** provided quick and consistent access to all available financial assistance programs for specialty drugs. This tool helped the operations team:

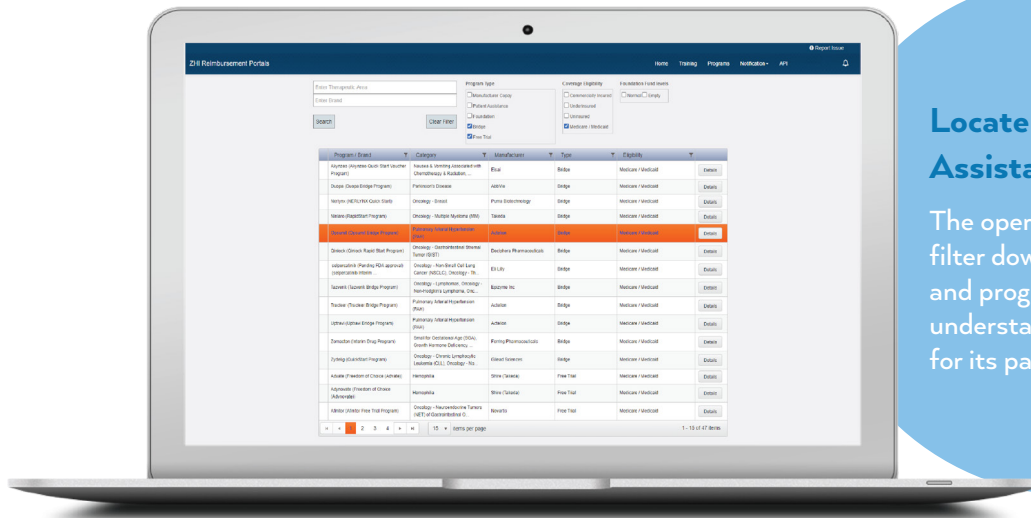
- Optimize the patient assistance process with a single portal for copay coupons, foundations, PAPs and other assistance programs
- Maintain a current view into support program updates across the industry
- Offer enhanced patient services by being able to prequalify and stay up to date with assistance offerings
- Eliminate missed opportunities to apply assistance programs due to lack of knowledge around drugs
- Measure the specialty pharmacy's performance across the industry to determine where its reimbursement programs are strong and where they can be approved

With the addition of this database, the pharmacy was able to deliver a better experience for patients by offering the ability to make them aware of all assistance programs as well as pre-qualifying them for foundational assistance in their initial dialogue. It was also able to ensure that its patients were paying as little out of pocket as necessary and that it had a full understanding of all programs by drug.

2

Locate Financial Assistance

The operations team was able to filter down to the therapeutic area and program type it needed to understand what was available for its patients.



THE OUTCOME

Client Spotlight: The pharmacy operations leader was able to develop a more efficient way to fill prescriptions coming into the pharmacy and improve patient and provider perception of the organization. Within 3 months, this new strategy:

- Decreased prior authorization turnaround time by **50%**
- Reduced the onboarding process for new operation associates by **25%**
- Increased operational bandwidth by **40%** by reducing the time on the phone with payers and on the web trying to understand coverage and prior authorization information
- Enhanced the patient experience

By partnering with MMIT, the specialty pharmacy's services were enhanced as a result of equipping all operations personnel with real-time coverage information to better communicate with providers and educate patients on their financial assistance options. Moving forward, they will continue to leverage this data to better serve their patients. they will continue to leverage this data to better service their patients.



LEARN MORE ABOUT HOW MMIT CAN HELP:

<https://www.mmitnetwork.com/specialty-pharmacy/>