



Exclusive Specialty Pharmacy

Extra support for your employees who use complex, high-cost medications

Drug costs continue to climb, and because pharmacy is the health benefit your employees use the most, managing those costs is vital to your bottom line. That's especially true for specialty drugs — high-cost medications used to treat complex long-term conditions like hepatitis C, cancer, immune deficiencies, certain inflammatory conditions and multiple sclerosis. In 2017, about half of all prescription drug spending was for specialty drugs. That rate will approach 60% by 2021.¹

You want to make sure your employees get the best health results possible from the drugs they take. That's where our **Exclusive Specialty Pharmacy** program can be a great help — providing the **extra support and care** they need when they're taking specialty drugs.

Support focused on *improving adherence*

Our Exclusive Specialty Pharmacy program provides solutions that help your employees better manage their health conditions by staying on track with their medications. When they stick to their drug treatment plans, they stay healthier. And they avoid unnecessary costs that can result from not taking their medications or not taking them correctly — like emergency room visits, hospital stays and missing work. That will help *you* hold down overall costs.

With Exclusive Specialty Pharmacy, your employees get:

- Their medication delivered to their home or work — wherever is most convenient for them.
- Calls from the specialty pharmacy to make sure they order and get their drugs quickly.
- Clinical support, including advice from pharmacists and nurses experienced in working with complex chronic conditions and specialty drugs, who can answer their questions about side effects and other concerns.

- Educational and support programs that help them better understand their condition and encourage them to take their medications correctly.
- Help finding possible financial assistance for high-cost medications.

The high cost of non-adherence

Non-adherence — not taking medications as prescribed — has been called “the other drug epidemic.”² Each year, it causes:³

125,000 deaths

10% to 25% of hospital admissions

\$289 billion in medical costs and lost work

Research shows that **20% to 30%** of prescriptions are never filled and about **50%** of medications for chronic disease aren't taken as prescribed.³

Support that *makes a difference*

In 2017, the Exclusive Specialty Pharmacy program supported 91,000 Anthem members and managed 680,000 member calls.⁴ That's an average of:

7.5 calls per member per year

Up to 6.7 hours of additional clinical support per member per year

When you consider that the average doctor's office visit is 20 minutes long⁵, this additional support is valuable for your employees who are managing serious long-term health conditions.

Exclusive Specialty Pharmacy — *your employees' experience*



Employees who take specialty drugs are required to get them through IngenioRx specialty pharmacy or an in-network specialty pharmacy where applicable.



Once the specialty pharmacy gets the prescription, they'll call your employee to set up delivery and make sure they know all about the drug and any potential side effects. They'll also provide expert storage and handling to make sure the drugs are delivered safely, plus any supplies your employee needs to take the medicine.



When they go to their local retail pharmacy to fill a prescription for one of these drugs, it won't be covered.



They'll get a phone call from IngenioRx within 48 hours, telling them about how the Exclusive Specialty Pharmacy program works and how to fill their prescriptions. They'll get a follow-up letter, too.



Your employees will have 24/7 access to extra support managing their condition.

Want to learn more about how Exclusive Specialty Pharmacy can support your employees and help you manage costs? Reach out to your Anthem representative.

¹ IngenioRx. 2017 *IngenioRx Drug Trend Report*.

² The New York Times. *The Cost of Not Taking Your Medicine* (April 17, 2017): nytimes.com.

³ Viswanathan M, Golin CE, Jones CD, Ashok M, Blalock SJ, Wines RC, et al. *Interventions to Improve Adherence to Self-Administered Medications for Chronic Diseases in the United States: A Systematic Review*. Annals of Internal Medicine 2012 Dec 4;157(11):785-95: ncbi.nlm.nih.gov/pubmed/22964778.

⁴ Internal data, January through December 2017.

⁵ Irving G, Neves AL, Dambha-Miller H, Oishi A, Tagashira H, Verho A, et al. *International Variations in Primary Care Physician Consultation Time: A Systematic Review of 67 Countries* (November 8, 2017). BMJ Open 2017;7:e017902. doi:10.1136/bmjopen-2017-017902.

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IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of the health plan.