

Navigating Your Way To Medication Assistance Program Success

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OBJECTIVES

- Understand what is medication assistance
- Discuss multi-disciplinary approach to optimizing a medication assistance program
- Review the advantages and disadvantages of insourcing/outourcing services
- Describe medication assistance best practices



BAPTIST HEALTH SOUTH FLORIDA (BHSF)

- Non for profit organization
- 10 hospital system
 - Miami Cardiac and Vascular Institute
 - Miami Cancer Institute
 - 96 providers
 - 120 advanced practice providers
- In house specialty pharmacy
- Pharmacy lead medication assistance team



MEDICATION ASSISTANCE

- Designed to increase patient access to medications and reduce out-of-pocket expense
- Includes various components:
 - Manufacturer assistance
 - Copay assistance programs
 - Patient assistance programs
- Qualification depends on various factors



COPAY ASSISTANCE

- Includes copay, co-insurance and deductible support
- Copay cards
 - Pharmaceutical companies may cover a portion or all of the patient's out of pocket expense
 - Certain payers excluded
- Foundations and Grants
 - Patient Access Network Foundation (PAN)
 - HealthWell
 - Leukemia Lymphoma Society (LLS)



PATIENT ASSISTANCE PROGRAMS (PAP)

- Run and managed by pharmaceutical companies
- Provides free medications to patients based on certain criteria
- Available for oral and infused medications
- Retrospective vs. prospective programs
- Impacts both the patient and health system



DIFFERENT PAP PROGRAMS

- **Retrospective Programs:**
 - Medications dispensed prior to replacement
 - **Examples:** rituximab, alteplase, pegfilgrastim, micafungin
- **Prospective Programs**
 - Medications to be approved for replacement and received in pharmacy before dispense
 - **Examples:** tigecycline, filgastrim, blinatumomab, leuprolide, nivolumab
- **Live Signature Required**
 - Medications that require a live signature for approval (can be retrospective or prospective)
 - **Examples:** pembrolizumab, aprepitant, pegfilgrastim, blinatumomab



WHO QUALIFIES?

- Patients may qualify based on various circumstances and case by case basis
 - Charity
 - Self Pay
 - Low income
 - Indigent
 - Patient setting
 - Insurance denials
 - Underinsured
 - Citizenship
 - Diagnosis
- Types of info needed for approval:
 - Financial and insurance information
 - Diagnosis
 - Insurance denial (if applicable/appropriate)



APPLICATION REQUIREMENTS

- Patients demographics
- US resident / citizen status
- Number of household members
- Current annual gross household income
- Patient signature*
 - If patient representative signing, Advance Directive form in need to be submitted with application



***Some programs will allow to use health system patient consent forms in lieu of patient signature**

AUTHORIZATION FORMS AND SUPPORT

- Providers office information
- Health care provider NPI #
- Practice/Facility name
- Practice DEA #, NPI #
- Provider signature*

***Some programs will health systems to use Provider Authorization Form in lieu of provider signature**



HEALTH SYSTEM MEDICATION ASSISTANCE PROGRAMS

- Created to help patients navigate medication process
- Both outpatient and inpatient setting
- Multidisciplinary approach needed for success
- Generally part of the pharmacy department staffed with technicians



MEDICATION ASSISTANCE TEAM

- Commonly have pharmacy background
- Decentralized and centralized
- Goal to obtain drug for patient at the lowest possible cost
- Prior authorizations support:
 - Certain medications require approval from a health plan to be covered
 - Restrict access to costly medications
 - Ensures therapy is safe and appropriate for patients
 - Commonly seen with specialty medications



MULTIDISCIPLINARY APPROACH



AUTHORIZATION FORM

- Form completed by provider allowing medication assistance team to submit for patient assistance program or prior authorization on their behalf
- Vetted through health system legal department
- Signed by provider (opt in)
- Increases turn around time



OUTPATIENT PHARMACY WORKFLOW



PAP WORKFLOW

Review patients classified as self-pay, international, pending Medicaid, and charity



Review clinical and financial records to determine eligibility for free medications provided by PAPs



If determined eligible, the PAP will send products for patient specific prospective (future) treatments or replacement product



Manage reordering free medications as needed and ensure the patient's account is charge neutral

PAP WORKFLOW

Replacement

Patient already treated

Place medication to general inventory

Prospective

Patient will be treated

Isolate medication from other products

Place medication in a zip lock bag with
patient name and FIN#

Log in medication for Prospective
Treatments

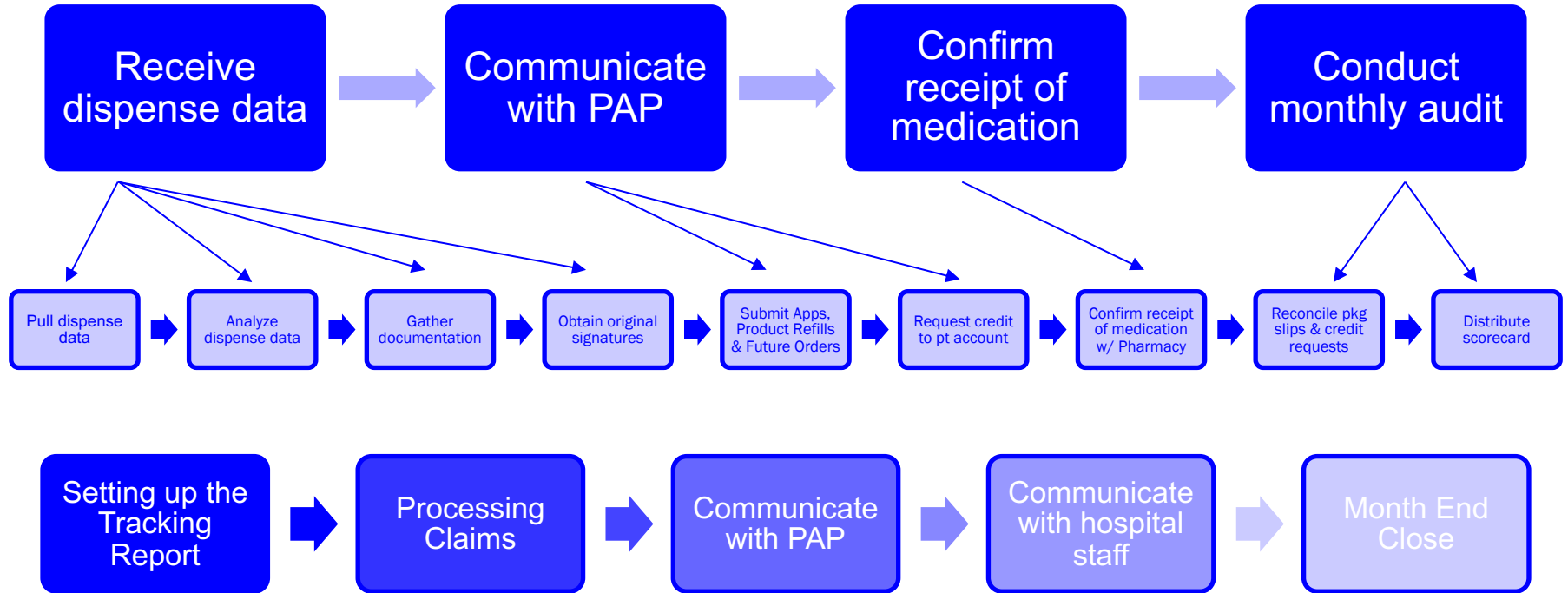


PROSPECTIVE DRUG FORM

Medication Assistance Program				Facility: Miami Cancer Institute		
(Please log in product received for <u>Prospective Treatment Patients</u>)						
Date Received	Patients Name	FIN	Medication	Size	NDC	Qty
7/25/2019	Jane Doe	123456	Emend 150mg	1 ml vial	12345-12-4567	6



OUTSOURCED VENDOR WORKFLOW



INSOURCE MEDICATION ASSISTANCE PROGRAM

- Several external solutions to assist with medication assistance

Advantages

Access /
Transparency
Capture signature

Stakeholders

Disadvantages

FTE Requirement

Investment in staff

MEDICATION ASSISTANCE PROGRAM CHALLENGES

1. Medication cost
2. High deductible health plans
1. Value based care
2. Provider consolidation
3. Uninsured rates



MEDICATION ASSISTANCE BEST PRACTICES

- Research
 - Understand program requirements relevant to your practice
- Identify stakeholders
- Prepare
 - Identify criteria to capture patients
- Implement tracking system and technology
- Educate your team and patients
 - Ensure continual feedback and auditing



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