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/outsourcing 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:
  o Manufacturer assistance
    ▪ Copay assistance programs
    ▪ Patient assistance programs

• Qualification depends on various factors
COPAY ASSISTANCE

• Includes copay, co-insurance and deductible support

• Copay cards
  o Pharmaceutical companies may cover a portion or all of the patient’s out of pocket expense
  o Certain payers excluded

• Foundations and Grants
  o Patient Access Network Foundation (PAN)
  o HealthWell
  o 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
  
  o Charity
  o Self Pay
  o Low income
  o Indigent
  o Patient setting
  
  o Insurance denials
  o Underinsured
  o Citizenship
  o Diagnosis

• Types of info needed for approval:
  
  o Financial and insurance information
  o Diagnosis
  o Insurance denial (if applicable/appropriate)
APPLICATION REQUIREMENTS

• Patients demographics
• US resident / citizen status
• Number of household members
• Current annual gross household income
• Patient signature*
  o 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:
  o Certain medications require approval from a health plan to be covered
  o Restrict access to costly medications
  o Ensures therapy is safe and appropriate for patients
  o Commonly seen with specialty medications
MULTIDISCIPLINARY APPROACH

Case management
Social Work

Nursing staff

Physician Leadership

Pharmacy Department

Business Office
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

1. Prescription comes into pharmacy and adjudicated
2. Complete benefit investigation and determine eligibility for assistance
3. Submit prior authorization
4. If determined eligible, assist patient with appropriate assistance
5. Follow up on funds, copay card max use or free drug re-enrollment
PAP WORKFLOW

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

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

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

4. 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  
(Please log in product received for **Prospective Treatment Patients**)

<table>
<thead>
<tr>
<th>Date Received</th>
<th>Patients Name</th>
<th>FIN</th>
<th>Medication</th>
<th>Size</th>
<th>NDC</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/25/2019</td>
<td>Jane Doe</td>
<td>123456</td>
<td>Emend 150mg</td>
<td>1 ml vial</td>
<td>12345-12-4567</td>
<td>6</td>
</tr>
</tbody>
</table>

- **Facility:** Miami Cancer Institute
OUTSOURCED VENDOR WORKFLOW

Receive dispense data → Communicate with PAP → Confirm receipt of medication → Conduct monthly audit

Pull dispense data → Analyze dispense data → Gather documentation → Obtain original signatures → Submit Apps, Product Refills & Future Orders → Request credit to pt account → Confirm receipt of medication w/ Pharmacy → Reconcile pkg slips & credit requests → Distribute scorecard

Setting up the Tracking Report → Processing Claims → Communicate with PAP → Communicate with hospital staff → Month End Close
INSOURCE MEDICATION ASSISTANCE PROGRAM

• Several external solutions to assist with medication assistance

Advantages

- Access / Transparency
- Capture signature

Disadvantages

- FTE Requirement
- Investment in staff

Stakeholders
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
  o Understand program requirements relevant to your practice

• Identify stakeholders

• Prepare
  o Identify criteria to capture patients

• Implement tracking system and technology

• Educate your team and patients
  o Ensure continual feedback and auditing
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