



HEALTHTRUST[®]
UNIVERSITY CONFERENCE

July 26, 2021

Investing in a Medication Access Team

Carla Suslov, BA

| Disclosures / Potential Conflicts of Interest

Investing in a Medication Access Team

- The presenter has no real or perceived conflicts of interest related to this presentation
- Note: This program may contain the mention of suppliers, brands, products, services or drugs presented in a case study or comparative format using evidence-based research. Such examples are intended for educational and informational purposes and should not be perceived as an endorsement of any particular supplier, brand, product, service or drug.

Learning Objectives

Investing in a Medication Access Team

At the end of this session, participants should be able to:

1. Identify key components of standing up a successful Medication Access Team
2. Describe the advantages of integrating infusion authorization with medication assistance
3. Explain the correlation between patient-focused medication access work and positive financial outcomes

The Background

| Background

Prior to the Creation of Med Access Team

- Financial advocacy work occurring across our health system but gaps in medication assistance
- Individual clinics acting in silos with varying outcomes
- Confusion and poor patient experience
- Dissatisfied and overburdened providers
- Inconsistent medication compliance
- Avoidable ED and hospital admissions
- Financial loss to patients
- Financial loss to health system



| Patient Stories

(Worse than you can imagine)

- Patients who canceled infusion appointments due to the cost and never received their ordered treatment
- Patients handed enrollment forms by overwhelmed clinics; forms that were never completed or submitted
- Patients enrolled in assistance programs but unable to navigate the complex process on their own
- Patients sent to Collections when they were enrolled in copay assistance programs
- Patients who borrowed against their home or retirement to pay for their meds
- Patients who put their meds on high interest credit cards or required significant support from their family
- Patients who walked away empty-handed from the pharmacy counter in tears
- Patients who came out of retirement to work a second job to pay for their copays
- Patients that used their rent money to pay for their medication and then required rental assistance from community programs

The Launch

| First Steps

Create internal drug assistance fund

Develop vision and charter for the team

Hire team of highly skilled and diverse pharmacy techs

Target specific disease states and service lines

| Getting Started – Define Priorities

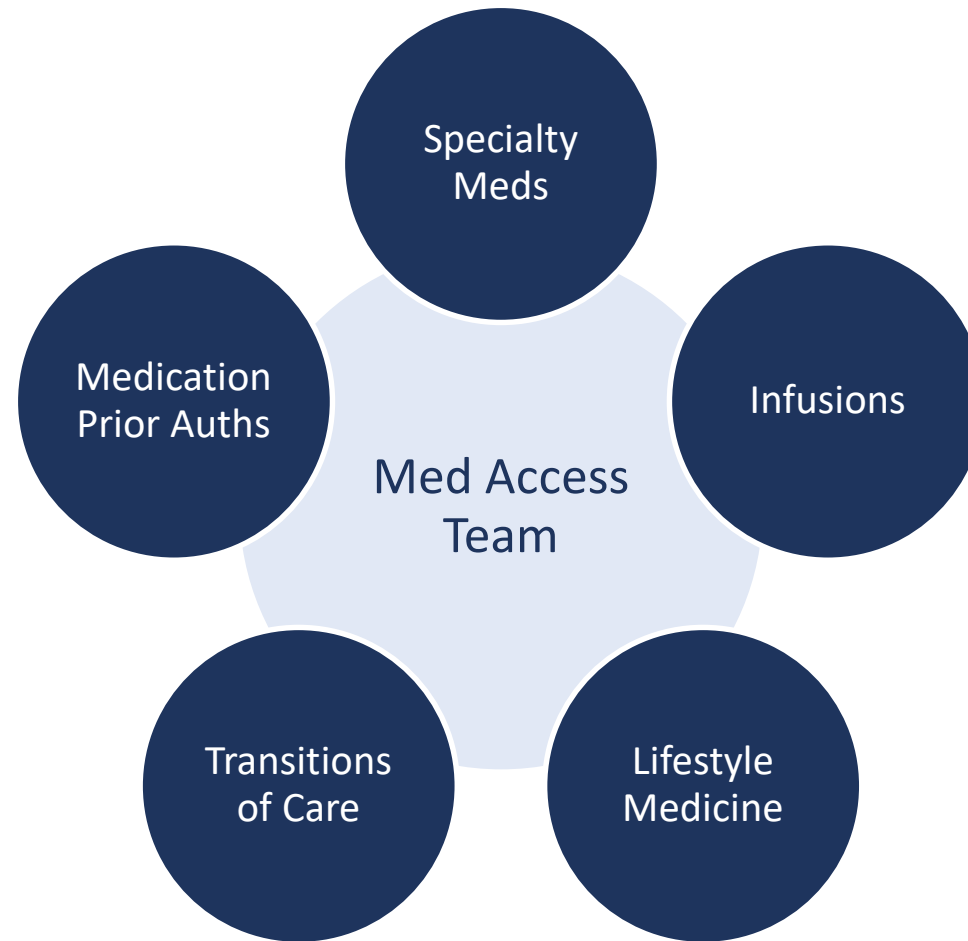
1. Increase Access to Medications across the System

2. Create Workflows by identifying patients early in the process and connecting them to available resources

3. MedData - Online Comprehensive Medication Assistance Database

4. Align Authorization and Assistance Teams

| Focus of the Team



What is the first step in launching a Medication Access Team?

- a. Align medication authorization and assistance teams
- b. Target specific disease states and service lines
- c. Create internal drug assistance fund
- d. Hire a team of highly skilled and diverse pharmacy techs

What is the first step in launching a Medication Access Team?

- a. Align medication authorization and assistance teams
- b. Target specific disease states and service lines
- c. Create internal drug assistance fund**
- d. Hire a team of highly skilled and diverse pharmacy techs



Infusion Authorization & Medication Assistance

| Day 1 – Where to Start?

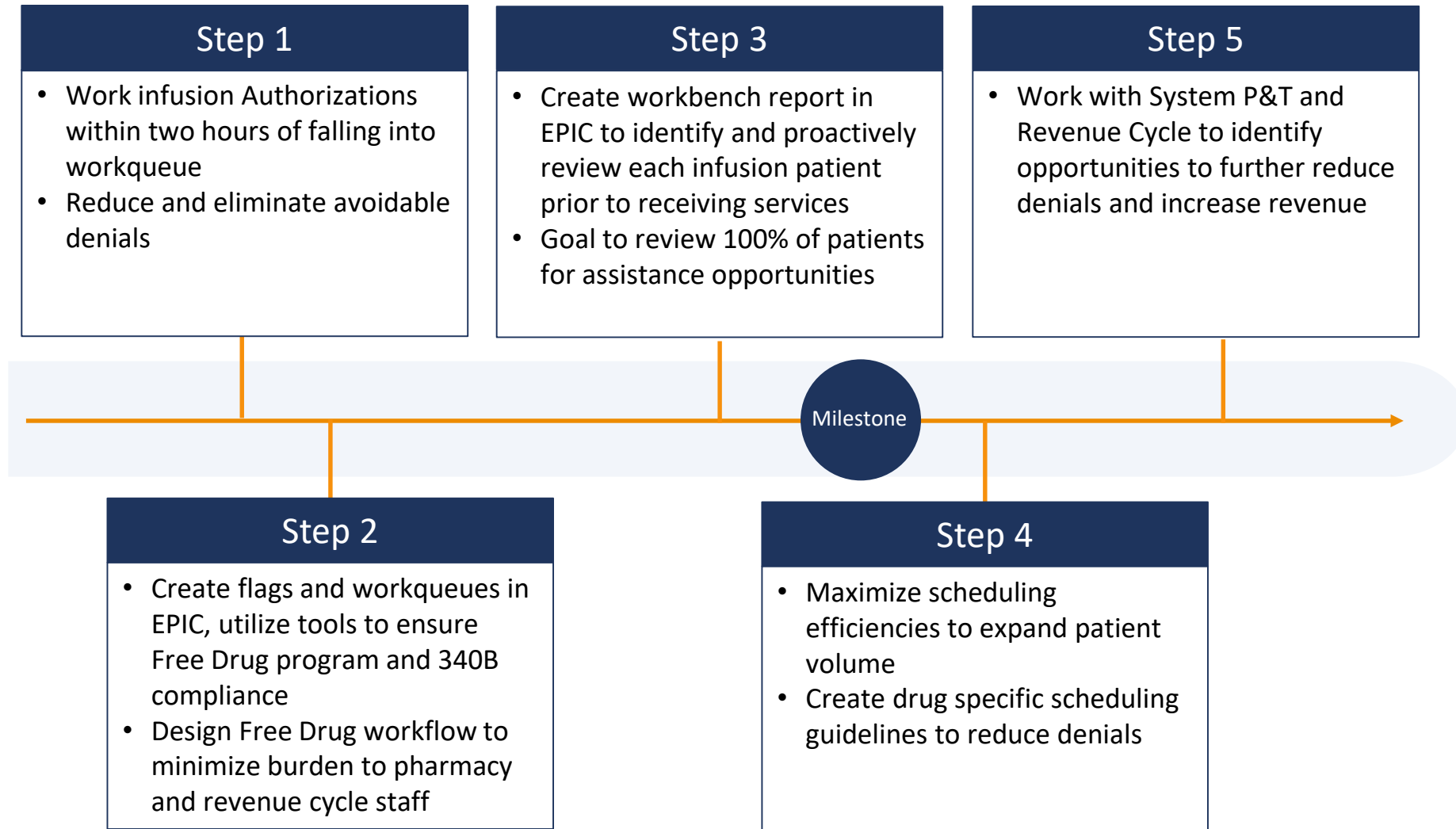
Prior to Creation of the Med Access Team

- Team of 5 central intake (auth) team members reporting through nursing
- 3,700 referrals in the auth workqueue
- 3-week delay to start working routine authorization referrals
- Scheduling by clinical team members
- Drug assistance minimal
- Non-compliance with free drug programs
- Substantial denials for out-of-pocket scheduling, biosimilar requirements and not meeting medical necessity or step therapy requirements
- Providers angry
- Patients frustrated
- Revenue loss

| Infusion Redesign



Timeline



| Goals Exceeded

Current State

- Authorization workqueue routinely less than 100, new referrals worked within 2 hours
- Less than 1% denials
- Increased patient volumes due to scheduling efficiencies
- 100% of patients reviewed for assistance
- Drug assistance program compliance
- Highly collaborative teams
- Reduced provider burden
- Patient satisfaction



Knowledge Check Assessment: #2 of 3


What is the advantage of integrating infusion authorization with medication assistance?

- a. Increased reimbursement and overall revenue
- b. Decreased denials
- c. Provider and patient satisfaction
- d. All of the above

Knowledge Check Assessment: #2 of 3

What is the advantage of integrating infusion authorization with medication assistance?

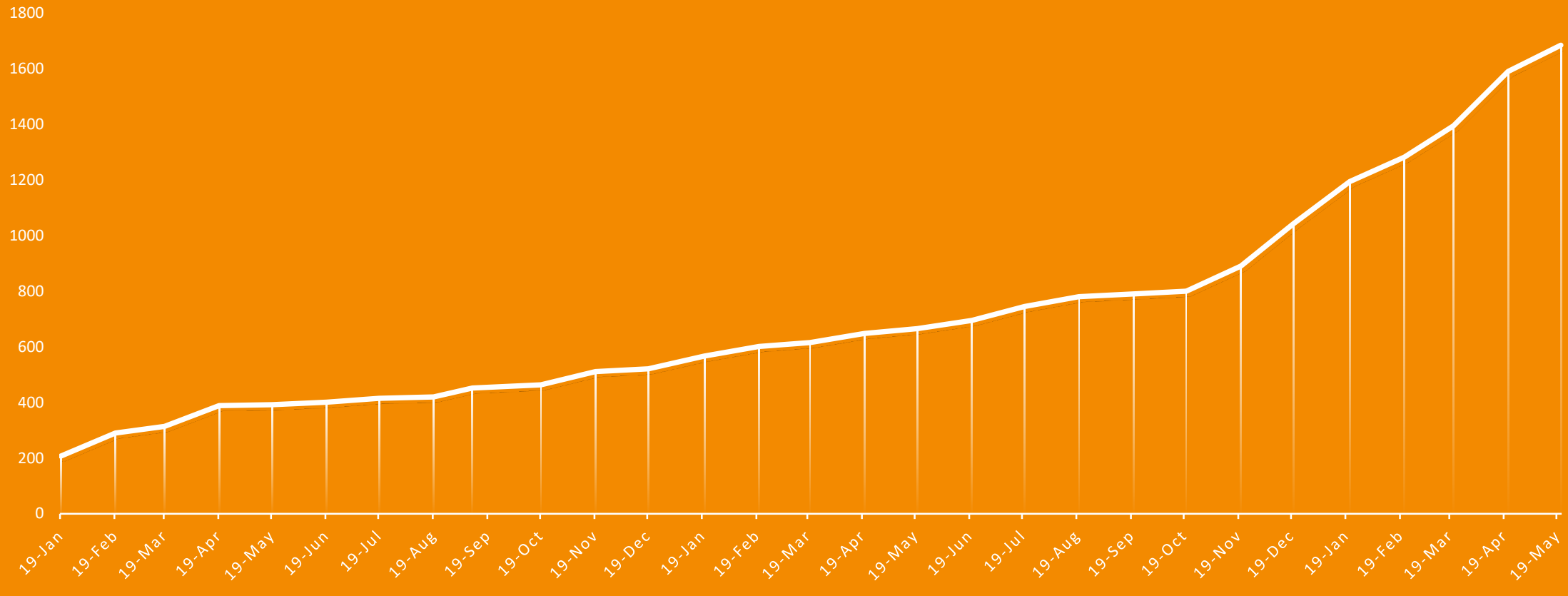
- a. Increased reimbursement and overall revenue
- b. Decreased denials
- c. Provider and patient satisfaction
- d. All of the above**

A blurred background image of a business meeting. Several people in suits are seated around a table, looking at documents and a tablet. The scene is dimly lit with a blue color cast. In the foreground, there are papers with charts, a pen, and a pair of glasses.

Correlating Medication Assistance with Positive Financial Outcomes

St. Luke's Medication Access Team Assisted 3,367 Patients Over the Last 2.5 Years

PATIENT TOTAL COUNT CURRENTLY ON ACTIVE ASSISTANCE

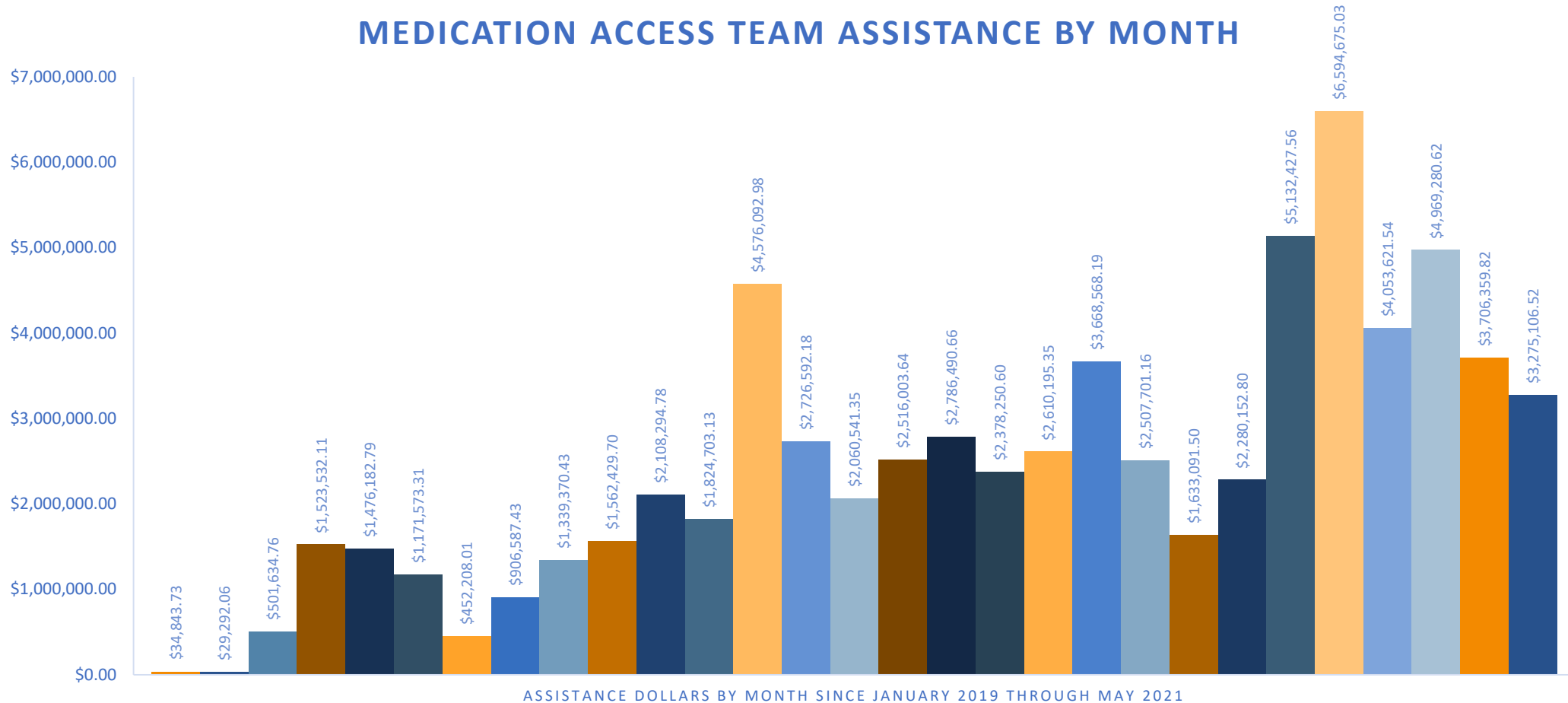


Results

Exceeded 5-year goal of \$1 million/month within the first four months of team creation

Currently average \$3–4 million in new assistance awarded monthly

MEDICATION ACCESS TEAM ASSISTANCE BY MONTH



Knowledge Check Assessment Question: #3 of 3

True or False: Patient-focused medication access work and positive financial outcomes are correlated

- a. True
- b. False

Knowledge Check Assessment Question: #3 of 3

True or False: Patient-focused medication access work and positive financial outcomes are correlated

- a. True
- b. False

Conclusion

Investing in a Medication Access Team

- Med Access intersects with population health and consumer engagement initiatives
- Focus on the patient and the dollars will come
- The need is greater than you can imagine
- Start small and the momentum will carry you forward

Reference Slide

Investing in a Medication Access Team

Source: Mullen, Karen M. *Challenges in Having an Infusion Center*. National Library of Medicine, 2018. Available at <https://pubmed.ncbi.nlm.nih.gov/30447749/>

Source: *Cost-Related Insulin Underuse Among Patient with Diabetes*. JAMA Internal Medicine, 2018.

Source: *340B and the Underinsurance Epidemic*. 2021. Available at <https://340binformed.org/2016/09/340b-and-the-underinsurance-epidemic/print/>

Source: Modlin, J. and Wilson, D. *Tackling Chemotherapy Reimbursement*. 2007. Available at <https://www.tandfonline.com/doi/abs/10.1080/10463356.2007.11883326>

Source: Dolan, C. *Three Steps to Maximize Your Patient Assistance Program*. 2018.

Reference Slide

Investing in a Medication Access Team

Source: *Your Secret Weapon for Unlocking Outpatient Drug Reimbursements? Pharmacists*. 2019. Available at https://www.advisory.com/research/oncology-roundtable/oncology-rounds/2019/03/drug-reimbursements?WT.mc_id=Email|DailyBriefing+Headline|DBABBlog|DBA|DB|2019Mar19|ATestDB2019Mar19||||&elq_cid=3450390&x_id=003C000002ECZmFIAX

Source: Johns Hopkins Medication Access Team Model, site visit in February 2019, Pharmacy Services Division Medication Access Team Manager, Lori Dowdy.
<https://www.hopkinsmedicine.org/news/articles/facing-high-drug-prices-many-patients-turn-to-medication-access-team>

The core content of this presentation reflects the internal workflow and thought processes of St. Luke's Health System.

Thank you...

Carla Suslov

suslovc@slhs.org

Take advantage of these valuable member resources

- Clinical Evidence Reviews
- Product Feature Summaries & Technology Reviews
- Clinical Question Documents
- Conversion Guides
- Live & On-demand Webinars
- Annual HTU Conference Education
- *The Source* magazine
- 10-Spot Video Recordings
- Collaborative Summits & Communities
- Service Line Consulting & Toolkits
- Innovation Center



Questions or more info:
clinical.research@healthtrustpg.com

www.healthtrustpg.com/clinical-resources/

All-member access to resources designed for clinical integration product discussions between facility supply chain leaders & clinicians

www.healthtrustpg.com/education

All-member access to live and on-demand education opportunities, in a variety of disciplines, throughout the year

www.healthtrustpg.com/thesource/

24/7 online access to HealthTrust's member magazine, *The Source*. Also published quarterly in print format

www.healthtrustpg.com/healthtrust-innovation-center

Members can invite suppliers with new technology to submit their innovative products for review

