



Special FOCUS ON SUPPORTING Members

Specialty drugs are one of the most dramatic stories in health care of the last decade. These medications are offering individuals better quality of life, possibly a quicker return to work, and in some cases a longer life expectancy. It is essential that we keep top-of-mind the fact that Specialty Drugs are about real people, and real lives.

We take that responsibility seriously. That's why we have created our Patient-First Network that ensures your members get the support and services they need, when they need it, so they can concentrate on their health.



▶ Through expanded roles for our on-staff registered nurses and health care professionals, our Special Authorization team actively engages with physicians, pharmacists and the drug manufacturer patient support programs to ensure members access the treatment and supports available to them to improve their health outcomes, while continuing to deliver savings to your plan.



RECENT SPECIAL AUTHORIZATION ENHANCEMENTS:

- Integrating initiation of Special Authorization requests by patient support programs or consulting physician directly into our Special Authorization unit
- Maximizing patient enrolment into patient support programs to maximize access to treatment and supports
- Telephone notification of coverage decisions directly to initiator
- Reduced turn-around time from prescription to treatment
- Management of renewal on behalf of the patient to ensure no disruption to treatment



BETTER HEALTHY OUTCOMES

SUPPORT & EDUCATION

Seamless access to services



TREATMENT

Faster access to medications



SAVINGS

Less out-of-pocket expenses



Our Patient-First Network

Under our enhanced approach to case management, Medavie Blue Cross will facilitate the process between the patient support program, physician and pharmacists to proactively manage the program steps for the member from prescription, treatment to renewal.

Our approach includes partnerships with patient support programs that will provide your members with one-on-one patient support throughout their treatment. Where gaps exist, our case managers will leverage our provider network, including pharmacists, to improve the patients' health outcomes.



Placing the member at the **center** of our program ensures patients only worry about one thing, **improving their health.**

OUR SPECIAL APPROACH TO SPECIALTY DRUG MANAGEMENT

- Seamless process for integrating services and resources
- In-house expertise from our Special Authorization team of medical professionals empowered to make decisions
- Strong pharmacy agreements based on our industry relationships that deliver cost savings for all drugs, including Specialty
- Education and support through internal tools and coordination of external resources when needed
- Continual drug management through focus on finding savings for your plan and members at every opportunity



WHAT IT MEANS FOR THE MEMBERS:

- Concentrate on health
- Faster access to treatment
- Choice of pharmacy partners
- Comprehensive services
- Peace-of-mind from an affordable, sustainable plan



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