

## CASE STUDY

# Unique Approach Secures Access to Orphan Medication with a Complex PA for 68% of “Unfillable” Prescriptions

How a manufacturer averted new patient denials by engaging a specialty pharmacy partner with a proven approach to hard-to-fill prescriptions

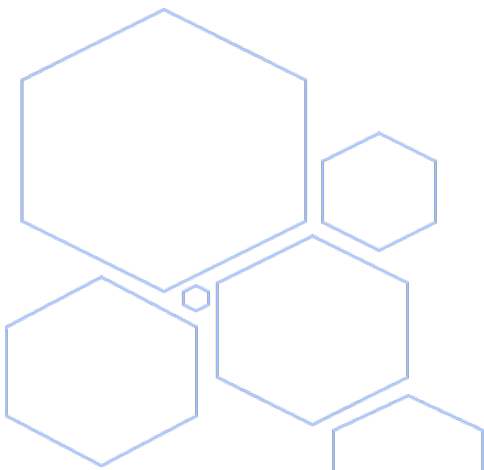


## SITUATION

- A mid-size pharmaceutical company was frustrated with a large number of new patient payer denials across the organization’s established specialty pharmacy network. The approval process was taking too long, and many patients were denied therapy due to complex payer access barriers.
- The product, an infused biologic that treats a rare autoimmune disease, faces a complex and challenging prior authorization (PA) process that often requires a Letter of Medical Necessity (LMN) and time-consuming clinical documentation with the patient’s payer for approval.
- The company’s representative contacted Premier for help. Premier had previously delivered exceptional support for a different product, also with a challenging PA process, when this individual managed specialty pharmacy services for a different manufacturer.
- Premier proposed running a pilot program for the product in one region to gauge how much of an impact the Premier approach could have on patient access.

“Premier’s thorough approach is the only way these challenging patients have been able to access the prescribed therapy they so desperately need. I’ve never seen such dedication or speed from any other specialty pharmacy.

– Mid-Size Pharmaceutical Manufacturer



## THE PREMIER APPROACH

- Within a matter of days, Premier onboarded the company's product and began receiving prescriptions that had been categorized as "unfillable" by other specialty pharmacies.
- With each new prescription, Premier immediately began coordinating care with the prescribing HCP and deploying nursing support for the patient.
  - Premier nurses and clinical pharmacists were engaged prior to payer approval to conduct initial holistic clinical assessments with patients.
  - Nurses and clinical pharmacists were thoroughly trained on the disease state and therapy and how to handle drug-specific infusion related reactions and monitoring parameters.
- The Premier team specializes in hard-to-fill prescriptions and was able to quickly implement a strategy that proactively anticipated potential payer coverage barriers. Their methodology included:
  - A patient-specific, proven prior authorization approach that was built, refined, and perfected for another complex therapeutic area.
  - A comprehensive Letter of Medical Necessity (LMN) process that deploys Premier-specific best practices, including the use of case studies, journal articles, psychosocial impact studies, and clinical support information on why alternative therapies are not in the patient's best interest.
- A unique focus designed to accurately reflect the individual patient's circumstance and highlight the impact of treatment on other critical areas, outside of specific disease-related considerations, including standard of living, mental health, quality of life, and comorbidities.
- Premier has an ongoing commitment to securing access for every patient, even if that results in triaging to a different pharmacy for fulfillment. They employ an entire department dedicated to transferring prescriptions. This creates the least disruption to patients while remaining connected to transferred patients until their first dose of medication.
- For prescriptions filled by Premier, their clinical team seamlessly coordinates between the patient and Nursing services for home infusion.
- Prescriptions are shipped out quickly, as late as 8pm EST, for next day delivery. Patients located near a Premier pharmacy location typically receive their medication delivery same day.
- Nurses and clinical pharmacists engage with the patients prior to initiation of therapy and on a regimented schedule throughout their journey to identify any barriers that would interfere with adherence.
- During each home visit, the Premier nurse schedules subsequent infusions with the patient and coordinates with the pharmacy to ensure timely refills.

## RESULTS

- Within two weeks of the initiation of the pilot program, Premier was able to fill **60%** of the "unfillable" prescriptions. Currently, **80%** of new prescriptions are successfully filled.
- The manufacturer quickly asked Premier to expand the pilot program to additional regions. The manufacturer is now offering Premier's support to more than half the country.
- The trade team is now flagging hard-to-fill prescriptions and sending them directly to Premier for thoughtful, customized management.

## ABOUT PREMIER PHARMACY SERVICES

Premier is a specialty pharmacy serving patients nationwide. They are headquartered in Baldwin Park, California, with additional locations in Arizona, Missouri, Pennsylvania, and New Jersey. With over 600 team members working around the clock 365 days a year to serve patients, Premier ensures the best clinical outcomes by building customized programs around patients and their individual disease states. They are known for their ability to quickly gain access for challenging patients and products. With a unique approach designed for orphan, rare disease, oral oncology, specialty infusion, and limited distribution products, Premier provides the high-touch specialty therapy management pharma and biotech manufacturers need and appreciate.

### PREMIER PHARMACY SERVICES

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