

Express Scripts Therapeutic Resource CentersSM

Specialized pharmacy care for patients with the most complex and costly diseases

At the heart of the Express Scripts condition-specific approach to care are Therapeutic Resource Centers, pharmacy practices that specialize in caring for patients with the most complex and costly conditions, including cardiovascular disease, diabetes, cancer, HIV, asthma, depression, and many rare and specialty conditions. Therapeutic Resource Centers are designed to optimize the safe and appropriate dispensing of therapeutic agents, minimize waste, and improve clinical and financial outcomes.

Universal Member Access to Specialized Care

For those who need the highest degree of clinical support, this unique pharmacy model enables members and their caregivers to engage with highly trained, highly trusted specialist pharmacists and nurses.

Members are assigned to a Therapeutic Resource Center based in large part on prescription claims processed by Express Scripts. Inbound calls from members seeking specialist pharmacist counseling are routed according to the patient's Therapeutic Resource Center assignment, and our clinicians provide personalized care, conduct sophisticated safety and quality reviews, and offer the information and counseling members need to achieve healthier outcomes.

Access to specialist pharmacists and nurses is part of our core PBM pharmacy solution and is free of charge to all members whether they get their medications through an Express Scripts home delivery pharmacy or at a retail pharmacy (certain state-sensitive-drug-list clients and standalone-mail clients excluded).

Pharmacist Education and Specialization

Specialist pharmacists, nurses and staff are located in Express Scripts and Accredo Specialty Pharmacy locations across the United States. These specialists provide expert clinical counseling to members to optimize care in numerous chronic and complex disease categories, including:

- Cardiovascular
- Pulmonary
- Diabetes
- Neuroscience
- Women's Health
- HIV/Immunology
- Oncology
- Multiple Sclerosis
- Pulmonary Hypertension
- Inflammatory Conditions
- Hepatitis C
- Immune Disorders
- Bleeding Disorders

The education our clinicians receive is fundamental to clinical specialization and includes:

1. **Specialized knowledge**

Going beyond general pharmacy knowledge, specialist pharmacists and nurses get disease-specific training, ongoing education and, in many cases, advanced certifications.

2. **Behavioral expertise**

Clinicians receive training in effective member-engagement and advanced behavioral science techniques. These methods elicit open dialogue and a more productive engagement. Specialist pharmacist calls are monitored and ongoing coaching is provided to assure quality.

3. **Focused familiarity**

Therapeutic Resource Centers are designed to allow specialists to work consistently on the same diseases, drugs, interactions, complications and side effects. Focusing on one area of chronic conditions leads to experience that helps specialists identify issues and opportunities while developing their advanced knowledge of:

- Prescribing guidelines and evidence-based practice standards
- Common issues specific to that condition
- Commonly used medications and issues/side effects/interactions that occur with those drugs
- Commonly seen prescribing errors and safety concerns
- Commonly seen reasons for non-adherence
- Lower-cost alternatives and generic equivalents for commonly used medications
- Ability to recognize trends in prescribing patterns
- Ability to recognize suspicious patterns of fraud, waste, and abuse by prescribers and patients
- Treatments that do not follow usual standards of care

Advancing the Safety and Quality of Care

For patients with chronic and complex conditions, specialist pharmacists and nurses utilize their disease-specific experience to ensure safety, improve medication adherence, address omissions of essential therapy and close other gaps in care.

Therapeutic Resource Center reviews identify members who have a clinical gap in care, including those related to adherence, safety, and financial savings opportunities. When counseling patients, specialist pharmacists access our proprietary, electronic patient profile interface. This innovative technology provides a comprehensive view of patient-level data and evidence-based clinical protocols to effectively manage, prioritize, and optimize specific therapies for each patient. This metadata enables pharmacists and patient care advocates to provide patient-centered member counseling when members call.

Patient care advocates are trained to recognize calls that require the expertise of our pharmacists. These pharmacists assist members in understanding their prescription regimen and are prepared to assist members with questions regarding:

- Adherence concerns
- Medication affordability
- Drug interactions and side effects
- Proper dosing
- New product availability
- Proper use of devices such as inhalers, needles, and syringes

Therapeutic Resource Center systems and clinicians regularly conduct quality and safety reviews to identify concerns and direct appropriate intervention. When a safety alert is identified for a patient filling prescriptions at a retail pharmacy, safety alerts are pushed to that retail pharmacy where action is dependent on the retail pharmacist. For prescriptions being filled in one of our home delivery pharmacies, our specialist pharmacists address the concerns as appropriate, including placing calls to physicians and members to address clinical, safety, or wastage issues.

Member prescriptions will also undergo additional clinical review for drugs that have higher inherent safety risks, such as opiates, acetaminophen, and U-500 insulin. Safety alerts will automatically present to our pharmacists who have access to references, guidelines and patient profile information to assist in their evaluation of each alert. The pharmacist then evaluates the safety alert to determine if prescriber or patient contact is necessary.

Express Scripts specialist pharmacists have also incorporated unique safety alerts targeting drug-drug interactions, high-risk medications, and proper dosing of medications.

One example of these quality and safety activities in action is our series of alerts targeting high-dose oral hypoglycemic medications. In 2013, alerts resulting in a completed prescriber contact led to dose changes from prescribers 55% of the time for Glimepiride and 67% of the time for both Metformin and Pioglitazone. Interventions like these not only protect patients from harm, but they also support the clinical quality and safety measures assessed by the Medicare Star Ratings.

Therapeutic Resource Center Member Satisfaction

A recent survey of patients who received counseling from our specialist pharmacists showed that 97% were extremely satisfied or very satisfied with their counseling interaction. Specialist pharmacists not only help improve patient satisfaction and care for members, but also help drive better outcomes which result in greater savings for clients.

Extending Care Through Technology

Express Scripts clinical specialists support millions of patients with chronic and complex conditions. Our specialist pharmacists and nurses utilize their disease-specific experience to ensure safety, improve medication adherence, and close gaps in pharmacy care.

In addition to internal and proprietary resources, Therapeutic Resource Centers provide online resources to patients. For example, those who register on Express-Scripts.com receive patient-specific resources and alerts, including drug therapy-specific adherence, omission, and safety alerts. Through the member website and Express Scripts mobile app, members can also receive relevant gap-in-care alerts; drug therapy education materials and additional resources recommended by specialist pharmacists; and they can submit a request for a specialist pharmacist to call them for a personal counseling session.

At any time, members can also request counseling from a specialist pharmacist by calling Express Scripts' Patient Care Contact Center.

Therapeutic Resource Center Reporting

Express Scripts can provide client-specific medication adherence reporting across broad therapeutic categories; reports provide insights into member adherence with comparisons to prior levels of performance as well as adherence differences between retail and home delivery members by therapeutic classes.

Members are assigned to a Therapeutic Resource Center based on prescription claims processed by Express Scripts. We can provide reporting that identifies the portion of the client population that is assigned to each Therapeutic Resource Center.

Advanced Clinical Solutions

Additionally, specialist pharmacists provide enhanced support and higher touch to members enrolled in our advanced clinical solutions, including ScreenRx, RationalMed and ExpressAlliance.

For members enrolled in ScreenRx, specialist pharmacists help drive improvements in medication adherence by identifying patients at risk for not taking medication due to behavioral, clinical, and cost barriers. Letters are sent and outbound diagnostics calls are made to at-risk patients for whom we have a phone number. Patient-specific letters are sent to members for whom Express Scripts does not have a valid phone number or who cannot be reached by phone.

RationalMed integrates medical claims, pharmacy claims across pharmacies and lab data to build a complete patient profile. The program applies thousands of proprietary clinical rules and predictive modeling to identify and alert physicians, pharmacists, and patients about the safe use of medications and to effect changes in prescription drug therapy based on evidence-based guidelines. Armed with this knowledge, we can alert physicians, pharmacists, patients, and their caregivers to change or stop therapy.

For members enrolled in ExpressAlliance, specialist pharmacists provide expert consultation to nurse teams to enhance outcomes for complex patients. By coordinating access and care among nurses, pharmacists, and patients, ExpressAlliance helps reduce potential gaps in treatment plans. This results in more efficient identification of clinical opportunities, as well as maximizing counseling of patients and consulting with their physician.

Putting It All Together

Neuroscience Case Study

- **Issue:** A 15-year-old boy was taking a high dose of ADHD medication. When discussing the medication with the boy's mother, she mentioned that her son had abnormal movements in his neck and arms. If movement disorders are not discovered early, these movements can be permanent.
- **Intervention by specialist pharmacist:** By performing a review of the boy's medications, the Neuroscience specialist pharmacist was able to determine that the antipsychotic was a potential cause of the disorder. The specialist pharmacist called the prescriber and discussed the serious adverse effect, a plan to taper the medication, and alternatives for treating the boy's ADHD.
- **Outcome:** The prescriber tapered the dose and discontinued the antipsychotic, along with a consolidated therapy for one ADHD medication. This Therapeutic Resource Center intervention prevented a permanent movement disorder for the teen.

Specialty Pharmacy

Express Scripts' Specialty Pharmacy teams at Accredo® provide proactive member services for the start of a new medication and support for ongoing maintenance medication refills and monitoring of drug therapy response. Accredo's unique clinical care model includes specialty pharmacists and registered nurses who provide individualized patient care for the most complex and advanced conditions such as rheumatoid arthritis, multiple sclerosis, oncology, pulmonary arterial hypertension, hepatitis, IG (primary immune deficiency), hemophilia, and general specialty.



Through specialized training and regular interaction with patients, our specialty pharmacists and nurses excel in handling the complex issues associated with specialty medications and the conditions they treat. Through drug-specific protocols designed by clinical architects, they identify and resolve barriers to compliance, help patients manage prescription usage associated with comorbidities, and establish a personal relationship with patients and their physicians and caregivers.

In addition to the high-touch consultative support provided through our Therapeutic Resource Centers, Accredo's standard Therapy Management program consists of enhanced clinically based therapy management protocols developed for each of the medications or medication classes for which we provide service. These customized protocols go above and beyond industry standards to support patient compliance and ensure the best clinical outcomes for patients while mitigating waste.