

## Specialty Medication Management Program

### What are specialty medications?

- Specialty medications are medications derived through complex biological or genetically engineered processes. They are used to treat very serious or chronic medical conditions such as cancer, rheumatoid arthritis, cystic fibrosis, growth hormone deficiency and multiple sclerosis. These medications require special handling, careful administration, and ongoing patient care management. If you are currently utilizing a specialty medication or if your physician prescribed a specialty medication, you will need to submit the specialty prescription to Benecard Central Fill Specialty. This can be done in the same manner you submit mail order prescriptions to Benecard Central Fill.

### Benecard Central Fill Specialty Pharmacy

Benecard Central Fill Specialty Pharmacy is designed to support the patient. Benefits include:

- ✓ Personal support and individual education
- ✓ Improved overall health and results from medication therapy
- ✓ Elimination of gaps and delays in modification of medication dose or type when necessary due to health changes, drug to drug interactions, side effects, etc.
- ✓ Convenience of home delivery – saving you a trip to the pharmacist for each medication fill

It is similar to Mail Order in that Specialty Medications are mailed directly to your home or your office. Mail time is approximately the same or less than it is with regular mail order prescriptions. Rush orders can be shipped via overnight delivery should you choose when completing your order form. Special care and measures are taken by Benecard to ensure that medication is delivered on time, without damage or spoiling.

Initial fills of a specialty medication MAY be limited to a maximum two weeks supply in order to determine how an individual's mental and physical health will react to a particular medication. This is particularly important to patient stabilization, minimization of side effects, and optimum results. If it is confirmed by Benecard Central Fill Specialty clinical staff that you are not experiencing any side effects, the remainder of an *initial* fill will be filled without an added co-pay.

For each specialty medication dispensed by Benecard Central Fill Specialty, you will receive a minimum of 3 consultations. We have found this coaching process leads to quicker adjustment and compliance with the appropriate medication regime' which for you, the patient, translates into an improved overall health outcome – e.g., you will feel better quicker and experience less in the form of complications that can lead to hospitalization and/or condition worsening.

### Patient care and counseling

The first counseling session takes place upon receipt of the initial prescription request at Benecard Central Fill's specialty pharmacy. Benecard's pharmacist works with you to address the following concerns:

- medication
  - proper handling and storage
  - how much to take
  - how often
  - contraindications
- allergies
- Drug Utilization Reviews (DURs) patient safety issues

The counselor will serve as a liaison between you and the prescribing physician on any issues or questionable concerns. This ensures that you will be able to focus on your needs rather than on navigation of the health care system and/or a possibly an uncomfortable conversation with your physician.

Follow up consultations take place shortly before you are due for each refill and the pharmacist will review the following with you:

- improvement of symptoms
- side effects
- changes in other medication adjustments
- new over-the-counter medication use
- DUR patient safety issues
- storage and handling of the medication
- importance of compliance
- questions or concerns

If there is any reason for concern or a need for therapy change, the counselor will contact the physician on your behalf. This ongoing consultation is to ensure patient comfort, medication effectiveness, and enhanced health. Counselors are accessible to you 24/7, 7 days a week. If you have additional questions, please contact Benecard member services at 1-877-723-6005.