Disclosures

• Liz Cardello declares stock holdings in the following organizations: Rite Aid, CVS, Diplomat and Express Scripts. She declares no other conflicts of interest, real or apparent, and no financial interests in any product mentioned in this program, including grants, employment, gifts, and honoraria.

• Tim Affeldt, Brian Komoto and Claire Lee declare no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.

The American Pharmacists Association is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

Target Audience: Pharmacists

ACPE#: 0202-0000-16-052-L01-P

Activity Type: Knowledge-based

Learning Objectives

At the completion of this knowledge-based activity, participants will be able to:

• Discuss the factors that have been driving the creation of new specialty pharmacy models.
• Discuss the new specialty pharmacy models as well as the challenges and opportunities associated with developing a specialty pharmacy practice.
• Explain the infrastructure, administrative requirements, and effective practices for managing specialty medications.
• Identify the elements of an effective compliance program, including examples of interventions that can improve medication adherence.
• Discuss the opportunities and challenges for all parties involved in the dispensing and management of specialty medications (i.e., manufacturers, pharmacies, insurance plans, patient assistance networks, patients, and caregivers).

Which of the four core strategies to a successful specialty pharmacy involves pharmacists, nurses and technicians interacting with patients after they have started therapy to improve adherence.

A. Proactive Patient Education and Support
B. Full Service delivery and coordination of complex prescription submissions
C. Empowered collaboration with payers and pharma
D. Therapy Management Program
Which one is not a potential barrier for a patient to receive a specialty pharmacy medication from your pharmacy?

A. Your pharmacy needs to contact the provider to get more information than just the prescription
B. Your pharmacy is not an authorized provider to fill the specialty medication
C. The insurance Co-Pay is too high for the patient
D. The provider needs to authorize your pharmacy to fill the prescription
E. The insurance requires a prior authorization

Which of the following disease states is not typically considered a specialty disease state:

A. Multiple Sclerosis
B. Hemophilia
C. Diabetes mellitus
D. Ulcerative colitis

Specialty Pharmacy 101

Liz Cardello, R.Ph.
Senior Director, Corporate Alliances
American Pharmacists Association

What is Specialty Pharmacy???

• A practice that focuses on high cost, high touch medication therapy for patients with complex disease states
• A practice area that requires management of medications that range from oral to cutting edge injectable and biologic products
• A practice that supports patients with disease states treated range from cancer, multiple sclerosis and rheumatoid arthritis to rare genetic conditions
• The fast growing area of pharmacy practice (i.e. sales, pipeline, disease states addressed)

Where is Specialty Pharmacy Practiced?

Everywhere!

• Disease State Specific Clinics
• Health Systems
• Community Pharmacies
• Ambulatory Care Sites
• Integrated Networks
• Dedicated Specialty Providers

The Specialty Pharmacy World

• REMS Considerations
• Product Availability and Distribution
• Prior Authorization
• Patient Assistance and Insurance Considerations
• Patient Education
• Coordination of Care
• Adherence/Outcomes Measures
• HUB Coordination
What Does the Future Hold…

• Pharmacogenomics
• Biosimilars
• New Medication Classifications and Delivery Methods
• Interdisciplinary Practice and Education
• Expanded Coordination of Care
• More “Terminal” Disease States will Become Chronic or Even Potentially Cured

Fairview Specialty Pharmacy, LLC

Tim Affeldt, PharmD
Director of Specialty/Infusion Operations

Fairview Pharmacy Services, LLC, a business unit of Fairview Health Services, was established in 1990 to provide comprehensive pharmacy services that cover the entire spectrum of patient needs.

For consumers and patients
• Retail pharmacies (35+ locations)
• Specialty Pharmacy (serves patients in all 50 states)
• infusion services
  – Fairview Home Infusion
  – infusion centers
• Medication Therapy Management
• Mail Service Pharmacy
• Compounding Pharmacy
• Residential Pharmacy
• Clinical Trials Services

For employers and health systems
• ClearScript™ prescription benefit management
• Fairview Purchasing Network

25th Anniversary

Fairview Pharmacy Services’ success is based on five core strategies.

• Patient experience
  - Initatives and accountability designed to leverage our already high service levels and create new, remarkable experiences for our patients
• The right people
  - Nimble, entrepreneurial, ambulatory/hospital-experienced
• Integrated clinical care
  - Imbedding pharmacy services within care teams while accessing the EMR - focused on better overall health outcomes for our patients
• Pharmacy-dedicated infrastructure
  - Revenue cycle management (payer contract management, billing, collections, remittance management, payer audit defense)
  - Purchasing, marketing, sales, HR, training, IT, compliance, etc.
• Comprehensive suite of pharmacy services

Our ambitious national vision is a consultative approach to providing solutions to health systems, payers and employers that optimize financial performance and deliver exceptional health outcomes.

Total Organizational Health™

ClearScript™

GAP analysis leads to strategic, directional recommendations and implementation.

Fairview Specialty Pharmacy

Health

Excelera

Our History

1908 Fairview's first hospital opens for 48 patients
1990 Fairview Pharmacy Services is established
1997 Fairview partners with University of Minnesota Medical Center
2004 Specialty Pharmacy is established to meet the complex medication needs of transplant centers
2007 Fairview purchases Specialty Pharmacy
2009 Fairview becomes Excelera
2016 Fairview becomes Health

Who and Where We Serve

11,500+ patients in all 50 states
55 specialty clinics
7 hospitals and medical centers
Access to 90+ limited distribution drugs
200+ specialty pharmacy paper prescriptions
$150,000,000 in revenue year to date

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Fairview Specialty Pharmacy has extensive experience caring for patients with complex conditions and treatment needs.

**Disease States**
We manage all specialty disease states, including (but not limited to):

- Allergic Asthma
- Anemia
- Ankylosing Spondylitis
- Crohn’s Disease
- Cystic Fibrosis
- Enzyme replacement
- Hepatitis
- Growth disorders
- Hemophilia
- Hematologic Malignancies
- HIV/AIDS
- Inflammatory disorders
- Lysosomal diseases
- Multiple Sclerosis
- Oncology
- Orthopaedics
- Osteoporosis
- Pulmonary
- Rheumatoid Arthritis
- Transplant
- Urologic
- Vitiligo

**Top Disease States**

<table>
<thead>
<tr>
<th>Disease State</th>
<th>Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hepatitis C patients</td>
<td>1,330</td>
</tr>
<tr>
<td>Inflammatory patients</td>
<td>3,807</td>
</tr>
<tr>
<td>Multiple Sclerosis patients</td>
<td>1,510</td>
</tr>
<tr>
<td>Oral Oncology patients</td>
<td>809</td>
</tr>
<tr>
<td>Transplant patients</td>
<td>2,215</td>
</tr>
<tr>
<td>Cystic Fibrosis patients</td>
<td>315</td>
</tr>
</tbody>
</table>

The success of Fairview Specialty Pharmacy is due to four core strategies centered around The Triple Aims.

- Proactive patient education and support
- Proprietary therapy management programs
- Full-service delivery and coordination of complex Rx submissions
- Empowered collaboration with payers and pharma

**From Small Beginnings ...**

PharmD from UCSF May 1981

In September 1981, Brian Komoto purchased a small community pharmacy with his wife Mary, 1 week old son, and moved to Delano, CA with a dream of practicing clinical pharmacy in an underserved community setting.

**Our Values**

- We never stop caring. We aim to meet our customers’ needs and to exceed their expectations.
- Collaboration: We work together to foster an environment of teamwork and to develop win-win solutions.
- We approach each situation with a positive attitude.
- Integrity is at our core, from patient safety to ethical business practices.
- We continually strive for excellence.
**Compliance Management Program ➔ Specialty Pharmacy**

“A model for other pharmacies to emulate”

- Working with a Local Managed Care Plan since 2000
  - “Innovative” Hepatitis C Compliance Program & Resource Center
  - Assist patients in successfully completing their course of treatment
  - Registered Nurses follow-up with patients throughout treatment
  - RNs and RPhs communicate with physicians regarding their patients' progress, treatment, and outcomes
  - Improvement in medication adherence

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**Key Professional Activities**

- **Our Team**
  - Professional Team Support Team
  - **Activities**
  - Patient Access Provider Network
  - Patient Education
  - **Compliance Management Program**
  - **Specialty Pharmacy**
  - “A model for other pharmacies to emulate”

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**A Piece of Advice to Soothe The Journey**

There will be many challenges and obstacles in Specialty Pharmacy that can result in frustration, headaches, and a desire to throw in the towel... But if you put yourself in the place of the patient and feel their concerns, frustrations, and challenges to get proper care and treatment... you will find the energy, patience, and determination to persevere and help... ...and ultimately both can win.

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**Diplomat**

Claire Lee, PharmD, CSP, CPHQ
Clinical Pharmacist, Education & Quality

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**Diplomat’s National Reach**

Nineteen locations to meet our patients’ needs

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**Diplomat.is/more**

- Enroll Here
- Specialized Pharmacy
- Specialized Services
- Patient Access
- Infusion Services
- Clinical Coordination
- Enroll Here
- Specialized Pharmacy
- Specialized Services
- Patient Access
- Infusion Services
- Clinical Coordination

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Unique Competitive Position

- Singly focused on specialty
- High-touch model
- Flexible and nimble
- Entrepreneurial culture
- National reach
- Scalable infrastructure

Centers of Excellence

- Crohn's disease
- Cystic fibrosis
- Growth hormone deficiency
- Hemophilia
- Hepatitis
- Hereditary angioedema
- HIV/AIDS
- IVIg/SCIg
- Multiple sclerosis
- Oncology
- Psoriasis
- Respiratory syncytial virus
- Rheumatoid arthritis
- Transplant
- General specialty pharmacy

Panel Discussion

First Question
What prompted your practice site to explore developing a specialty pharmacy practice?

Second Question
What challenges and opportunities did you find in developing the practice?

Third Question
Explain how your practice gathers the necessary patient compliance data?
Fourth Question
What is your specialty pharmacy patient care team like?

Fifth Question
What is the greatest challenge in the overall specialty pharmacy spectrum (in your opinion)?

Sixth Question
If you could give a pharmacist starting to practice in this area one piece of advice, what would it be?

Last Question
What has the patient journey been like at your practice site?

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