



2022 Specialty Pharmacy of the Year

Innovation in the Field of Specialty Pharmacy

CenterWell Specialty Pharmacy (CWSP) demonstrates innovation through a variety of services, including centers of excellence (COEs) and predictive analytics for a differentiated pharmacy experience. As a leader in clinical programming, CWSP has established Oncology, Neuromuscular, and Pulmonary COEs, and will be expanding into Rare Disease and Cell and Gene therapies this year with additional therapies to come in 2023. Each COE is overseen by board-certified specialty pharmacists and has a dedicated team of technicians, pharmacists, nurses, and a social worker resource that acts as an extension of the physician practice. These teams reach about 23,000 lives and use therapeutic expertise to provide a wealth of patient-centric services that remove barriers to care and work to improve health outcomes. Moreover, Predicting Real Events During Induction of Cancer Treatment (PREDICT) identifies Oncology COE patients likely to experience adverse drug events and provides directed counseling. These analytics lead to early clinical intervention for 65% of patients, and as a result, there has been a 15% decrease in discontinuations, keeping patients on therapy and maximizing clinical outcomes. In contribution to the NASP mission and programs, CWSP's Sr. Vice President has been an NASP board member since 2019, and CWSP is a now corporate member. Without a doubt, innovation through clinical programs and analytics is how CWSP has distinguished itself as a leader in the delivery of superior patient outcomes.

Quality/Performance Improvement Initiatives

CWSP demonstrates commitment to clinical program quality and improvement through its development and oversight of patient programs, with a rich offering of core clinical services for over 40 disease states. CWSP's clinical expertise is led by a team of clinical pharmacists and nurses, as well as a social worker resource, and maintains high clinical standards with each clinician completing an immersion of specialty pharmacy upon employment and annual review of all disease states. Many CWSP clinicians further hold specialty designations such as Board Certified Oncology Pharmacist (BCOP), Board Certified Pharmacotherapy Specialist (BCPS), Certified Specialty Pharmacist (CSP), and certificates in specialty programs such as oncology and multiple sclerosis. Additionally, CWSP has earned both URAC Specialty Pharmacy 4.0 and ACHC Specialty Pharmacy accreditations and is pursuing the ACHC Distinction in Oncology.

Furthermore, CWSP maintains three Centers of Excellence (COEs) in oncology, neuromuscular, and pulmonary spaces. The COE model employs added processing methods and enriched prior authorization and financial support to decrease time to therapy. After initiation of the Oncology COE, the time to first fill for oncology patients dropped from eight to five days. For ongoing effectiveness, CWSP has monthly quality improvement initiatives / inter-rater reliability to assess consistency among CWSP clinical program



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associates. While its goal is a 90% pass rate, CWSP associates have regularly scored 95-100%. CWSP also tracks duration of therapy and adherence. Across COEs, CWSP's average duration of therapy is 11 months, and its average adherence (proportion of days covered) is 92%.

Patient Satisfaction

For five years in a row, CWSP has won the MMIT Specialty Pharmacy Patient Choice Award for Payer/PBM Specialty Pharmacies, and for the last four years, it has won the J.D. Power Award for the highest U.S. mail-order customer satisfaction. Furthermore, CWSP maintains a 99% patient retention rate with efficient, payer-agnostic, mail delivery available to more than 215,000,000 lives nationwide, across commercial, Medicare, and Medicaid business. CWSP's Oncology, Neuromuscular, and Pulmonary Centers of Excellence (COEs) have also achieved utmost patient satisfaction with Net Promoter Scores of 86, 84, and 83, respectfully. These scores exceed the Payer/PBM Specialty Pharmacy average of 50 and CWSP average of 78. In addition, CWSP supports patient satisfaction through 340B discounted drug pricing for eligible hospitals, facilitating millions of dollars for affordable access to specialty therapy.

CWSP's consistently high levels of patient satisfaction are reflected in its patient feedback via MMIT and AdhereTech. Recently, a patient commented via MMIT, "The process for refilling and receiving my medications is very uncomplicated and efficient. On the rare occasions when I have needed to contact customer assistance, agents have been understanding and very capable of resolving all issues". Similarly, a patient recently commented via AdhereTech, "I thanked you for your outstanding service and product. My glaring oversight was not commending your fantastic personnel: those who respond to texts and answer the phone!" A pharmaceutical partner has even commented on CWSP's patient-centric focus, remarking how CWSP is a PBM-owned pharmacy that operates as an independent pharmacy.

Cost Management

CWSP serves as an advocate for patients and payers to offer innovative and timely financial support. For patients, CWSP has dedicated financial specialists who work with a variety of patient assistance programs (PAP), identifying appropriate funding and working as a liaison between the patient and foundation/copay program until there is a determination. These financial specialists source PAP using FundFinder and manufacturer resources, working with a variety of financial assistance and disease states. Due to the high volume of complex Medicare patients at CWSP, 69% of assistance comes from foundations and 31% of assistance comes from manufacturers. For 2021, 31% of all CWSP dispenses received financial assistance with an average savings of \$645 per fill.

To continue outstanding patient support, CWSP has exciting initiatives that include exploring opportunities and programs that assist patients with financial needs. One program



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is "JumpStart", which fills at risk to reduce wait times for copay assistance. Another program is "Free Drug for Extra Help", which regularly waives copays for low income beneficiaries, making medication costs \$0. Additionally, CWSP can provide access to manufacturer bridge programs and low-cost payment plans, as applicable.

While patients are a constant focus for cost management at CWSP, payer needs are also at the forefront. CWSP employs cost-management and utilization programs to ensure patients receive the right medication at the right time, and at the appropriate dose. These cost management programs reduce waste across disease state areas for both patients and payers. Last year, utilization management efforts saved \$26,950,110 for CWSP partners.

Community Involvement

In 2015, CWSP's parent company Humana launched the Bold Goal population health strategy to improve the health of the communities it serves. Humana's Bold Goal aims to build a sustainable healthcare system by working with partners to help connect those in need to resources within communities. With local and national partnerships, Humana is co-creating measurable solutions to address social determinants of health and health-related social needs, to continue the mission of delivering more healthy days for members and communities.

In the last two years, Humana has greatly expanded screening of members for a comprehensive set of social needs that impact health and quality of life. At the start of the pandemic, Humana quickly established a program to meet basic needs of members, and as of the end of 2021 more than 94,000 members were served over 1.6 million meals.

In 2021, The Humana Foundation continued its work to cultivate purpose for Humana employees through volunteerism. As always, employees were given paid time off for volunteering and incentives and recognition for tracking volunteer hours in the Humana Together platform. In 2021, 16,400 Humana employees tracked 216,843 hours of volunteer time across the enterprise.

In addition, CWSP has a partnership with Can Do MS where it refers MS patients to the organization's programs, including webinars, live events, and other resources for quality of life. CWSP also sponsors the Walk to Cure Arthritis each year, and is looking into sponsoring more events that align with its patient population.