

Medication MANAGEMENT

SUPPORTING PLAN MEMBERS AND EMPLOYERS' BOTTOM LINES

ABOUT

Medication management is an innovative benefit program that supports plan members and employers' bottom lines.

As the costs for private drug plans grow, plan sponsors are looking to ensure that they get the best return on investment for the coverage they offer their plan members.

Treatments for chronic diseases and specialty medications can improve plan member health outcomes, but also have a significant impact on private drug plan budgets. Chronic health conditions can be complex and plan members may require support to manage their conditions and the medications they need. In particular, specialty medications require special handling, not only for distribution and dispensing but also to navigate coverage, manage side effects and ensure adherence.

This series will profile different programs and services that are available to plan sponsors to manage their drug spend and help plan members manage their condition and treatments.



McKesson Canada's telecare services were accredited with Exemplary Standing by Accreditation Canada, the highest level of accreditation.

Easy Access to Better Health

Introduction

Non-adherence to prescription medication can be a significant contributor to the cost of benefit plans and may result in reduced productivity and high incidence of absence and disability.

Easy access to professional advice through telecare services and the local pharmacy, can contribute to improved adherence, better health, fewer sick days and less time lost due to appointments.

McKesson Canada's Optimal Health Program and Pharmaceutical Solutions are delivered through easily accessed channels – by telephone, internet and in pharmacies – making it easy for plan members to get the help and support they need, when and where

they need it. Customizable, modular options are offered to assist plan members manage their health, particularly chronic conditions. Services include health risk assessments, virtual telecare services, chronic disease medication management, adherence counselling, co-pay assistance services and a preferred pharmacy network for specialty drug purchases.

Eligible plan members are partnered with case managers to jointly develop a program that empowers them to become actively involved in the monitoring and management of their health. Case managers can also assist plan members explore all coverage options and financial assistance that may be available to them.

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Optimizing health care delivery. Ensuring healthy outcomes.

Integrating medication management programs in employee benefit plans provides access to clinical services, helps reduce costs and increases productivity

TRENDING

1. Overall, prescription drug spending in Canada's private sector has increased nearly fivefold in the last 20 years, from \$3.6 billion in 1993 to \$15.9 billion in 2013.ⁱⁱⁱ

2. Specialty or biologic drugs to treat chronic diseases, complex conditions and severe diseases are typically used by less than 5% of employees but account for 15% to 25% of the total drug expenditures.^{iv}

3. Specialty drug spend continues to grow as a percentage of total drug spending, steadily increasing from 13.2% in 2007 to 24.2% in 2013.^v

Cost containment continues to be a major challenge for both sponsors and providers of employee benefit plans. Benefit costs have historically been increasing at a rate of 10% year over year.ⁱ In spite of generic pricing reforms and patent expiries, prescription drugs continue to be the main cost driver in health benefit plans. The prevalence and increase in chronic diseases and complex disease states contribute to the demand for prescribed medication. Ironically, non-adherence to prescription medications also contributes to increased costs. It is estimated that 40% of patients with chronic diseases are non-adherent. Non-adherence has potentially adverse impacts such as higher disability costs, additional drug therapy, increased absenteeism and loss of productivity.ⁱⁱ

The data and trends in prescription use and cost indicate that there is a real need to find sustainable solutions that result in better health for employees and increased productivity, as well as business success for employers and cost savings for providers. Finding sustainable cost containment solutions has been identified as an important priority by employers.^{vi}

McKesson Canada believes that cost containment, improved productivity and a healthier workforce are achievable. The starting point is to design benefit plans that include services that address the specific needs of the employee population. Health risk assessments, chronic disease medication management, adherence counselling and co-pay assistance services are delivered through easily accessed channels and are available in McKesson Canada's Optimal Health Program and Pharmaceutical Solutions.

McKesson Optimal Health Program

Participating plan sponsors have access to a suite of customizable services under the McKesson Optimal Health Program. Available in modular format, plan sponsors can select the components best suited for their employees. By partnering with McKesson's Optimal Health Program, plan sponsors benefit from comprehensive health risk assessments (HRAs), which screen employees' risk levels for chronic diseases. Based on HRA results, individualized intervention programs are provided to employees in the areas of chronic disease management and mental health and addictions. These programs are delivered through McKesson's telecare services, by telephone or Internet. Certified clinicians empower employees to appropriately self-manage their care, whether it be short-term symptom assessment or longer-term chronic disease management coaching. Documented action plans support employees by outlining all steps for self-care, recording personal goals and measuring outcomes.

McKesson's proprietary clinical guidelines and decision support software, developed through the experiences of over one million patients served in the United States and Australia, ensure consistent standards in care delivery. The clinical guidelines apply to single and co-morbid chronic conditions, enabling a holistic approach to treatment.

Telecare technologies are also key to the success of the Optimal Health Program. Plan members can receive personal and ongoing support by phone or Internet in the convenience and privacy of their own homes. In June 2013, McKesson Canada's telecare

services were accredited with Exemplary Standing by Accreditation Canada, the highest level of accreditation. This accreditation confirms McKesson's capability to effectively use its clinical and technological assets to optimize delivery and support healthy outcomes.

McKesson Pharmaceutical Solutions

McKesson Pharmaceutical Solutions help patients navigate the maze of decisions and activities involved in the treatment of chronic diseases and complex disease states. The services offered advance the patient's journey by providing a range of specialized clinical and administrative services that enable the best outcomes.

McKesson's case managers take the time to understand each plan member's particular situation and establish a partnership relationship throughout the patient's journey. Education, adherence and self-care coaching are customized so that members feel supported and become empowered and actively involved in the monitoring and management of their disease.

The journey begins with an assessment of insurance coverage from private and public sources. Case managers provide co-pay assistance counselling, which helps to minimize delays in the start of therapy and reassures providers that plan members have access to the most cost-effective medications.

McKesson Canada has entered into a strategic partnership with the Sun Life Preferred Pharmacy Network (PPN). The PPN is a network of participating pharmacies across Canada, except in Québec, that aims to provide Sun Life plan members with reduced claim costs when they shop for specialty drugs at one of the participating pharmacies. Pharmacists play an integral role in the circle of care for patients, providing critical counselling and education for disease states requiring specialty drug therapy. Eighty percent of patients regard pharmacists as their most trusted health care provider,^{vii} thus making the local pharmacist a valuable channel to access health care information and adherence management programs.

McKesson Optimal Health Program benefits

- Individualized intervention plans with measured outcomes
- Telecare services provide a single access point, 24/7 by telephone and Internet
- Lower cost service delivery, positively impacting cost containment, absenteeism, productivity and return on investment

Adherence not only ensures optimal outcomes from prescribed medications, but it also prevents the worsening of a condition, or the development of other conditions, which could require additional drug purchases.

Virtual access to clinical services at the plan member's convenience, as well as access to pharmacies located in the communities where employees live and work, reduce the number of sick days and time lost due to appointments. Most importantly, healthier employees are, without a doubt, more productive employees.

McKesson Canada has the largest network of partner pharmacies and the technology to deliver consistent health coaching and medication adherence programs, across Canada.

www.mckesson.ca

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McKesson Pharmaceutical Solutions

ENROLMENT

- Referral by MD
- Prescription transfer assistance
- Patient-specific needs assessment
- Multilingual patient service agents

COUNSELLING & ADHERENCE

- Customized adherence plans
- Patient-specific education and counselling
- Drug expertise and management of side effects
- Prescription delivery
- Monthly follow-up calls

REIMBURSEMENT ASSISTANCE

- Insurance coverage assessment
- Assistance with forms
- Coordination of form submissions
- Assessment of financial assistance