

***Envolve Pharmacy Solutions recognizes the unique and important role that specialty pharmacies play in managing the care of the most complex therapies available to members today, specialty medications. These pharmacies not only fulfill life-changing medications for members, they also provide advanced care through clinical programs. To ensure members have access to best in class care, Envolve Pharmacies requires that each of the following statements apply to each specialty pharmacy in its specialty pharmacy network.***

- I. Specialty pharmacies maintain operations that support timely management of complex specialty therapies including adequate shipping, handling and storage controls, emergency management protocols for time-sensitive medications, ability to comply with REMS requirements, coordination of benefits and alternate site delivery coordination.**
  - A.** Please submit policies and procedures addressing the specialty pharmacies operations related to each topic:
    1. On-hand quantity – Must ensure appropriate quantities for urgent patient needs;
      - a. Please submit inventory report for the last quarter
    2. Equipment onsite to ensure product integrity of refrigerated items;
      - a. Please provide count and size of onsite refrigerators
    3. Emergency management protocols to ensure availability of time-sensitive medications;
    4. Ready-stock of injection supplies;
    5. Ability to comply with REMS requirements specific to shipping, handling, and storage;
    6. Coordination of alternate site delivery;
    7. Coordination of insurance benefits for payment
    8. Access to clinician (registered pharmacist or nurse) 24/7, 365 days a year
- II. Specialty pharmacies employ pharmacist with the educational background and recent clinical training to manage the clinical needs of patients taking specialty pharmacy medication.**
  - A.** Pharmacy demonstrates advanced training for specialty pharmacist necessary to adequately manage needs of patients taking specialty medication as evidenced by completion of the a PGY1 or PGY2-Accredited Pharmacy Residency or possession of current Certified Specialty pharmacist credential

- B. Pharmacy maintains ongoing professional knowledge specific to specialty pharmacy by having each pharmacist annually complete at least 2 hours of continuing education in a specialty category or medication therapy management.
- III. Specialty pharmacies provide evidence-based, protocol-driven care to patients receiving specialty medications through clinical programs that address key concerns specific to the medication and disease state.**
- A. Please submit summaries of disease management programs for each disease state that the pharmacy dispenses (see appendix A for list of specialty therapies). Each summary should outline how the specialty pharmacy address each of the following
    1. Patient eligibility and enrollment
    2. Program goals and outcomes evaluation
    3. Utilization and waste management
    4. Adherence support including a proactive refill reminder program
    5. Patient and prescriber outreach and education
    6. Criteria for prescriber collaboration
    7. Activities to coordinate care for applicable members
    8. Initial and ongoing patient safety and appropriateness
- IV. Specialty pharmacies have systems in place that enable a coordinated approach to management for patients and clinical programs, including interventions, program activity and outcomes, and individual patient case reporting. Reports are available at least quarterly**
- A. Please submit adherence reporting that includes intervention reporting showing patient intervention summary and actions taken AND medication possession ratio (MPR) or Percentage of Days Covered (PDC) by disease state and medication
  - B. Please submit examples of activities and outcomes program reporting including cost savings, as applicable for:
    1. Split fill program with flexibility to include a diverse array of medication therapies
    2. Quantity management programs to addressed weight based therapies
    3. Hemophilia Assay Management program

4. Hepatitis C treatment completion program
  5. Therapeutic interchange to preferred products
  6. Cystic Fibrosis regimen appropriateness review
  7. High dose monitoring for chronic inflammatory conditions
- C. Please submit example of a patient case reporting
- D. Please submit example of trend reporting that includes quarterly utilization, quarter over quarter trend comparisons by medication and specialty disease state, financial assistance
- V. Specialty pharmacies are willing to guarantee the quality of their programs by meeting performance measures for operations and clinical care.**
- A. Please attest of willingness to comply with performance guarantees and provide recent performance for book of business
1. Access to Clinician: 24x7x365 access to a pharmacist or registered nurse
  2. Delivery Timeliness: 99% of medications delivered by need date as identified by the Member or his/her physician as documented on the order.
  3. Temperature Sensitive Products: 99.9% of all temperature-sensitive medications shall be dispensed directly to the Member under appropriate conditions to ensure stability and quality standards.
  4. Dispensing Accuracy: 99.9% of prescriptions filled with no errors.
  5. Average Speed of Answer: Inbound calls to Vendor's customer service lines shall be answered within an average time of thirty (30) seconds or less. This performance standard shall be measured and reported on a quarterly basis
  6. Inbound calls to Vendor's customer service lines shall be answered with an abandonment rate of 4.0% less. This performance standard shall be measured and reported on a quarterly basis.
  7. Hemophilia Assay Management – Quarterly aggregate assays of blood factor dispenses will be no more than 10% less than aggregate assay prescribed, and no more than 1.5% greater than aggregate assay prescribed. A penalty of \$0.95 will be incurred for each unit dispensed outside of the allowable range for variance.

**VI. Specialty pharmacies are committed to demonstrating and maintaining industry standards for ongoing quality through accreditation of major accrediting bodies (URAC, TJC). Pharmacies do not subcontract dispensing through non-participating pharmacy.**

A. Please submit current proof of URAC and TJC Specialty Pharmacy Accreditation

**Appendix A: Specialty Therapies list**

- Cystic Fibrosis
- Gaucher's Disease
- Growth Hormone
- Hemophilia
- Hepatitis C
- Immune Deficiencies (IVIG and SCIG)
- Inflammatory Conditions including (Inflammatory Bowel Disease, Psoriasis, Psoriatic Arthritis, Rheumatoid Arthritis )
- Multiple Sclerosis
- Oncology
- Pulmonary Hypertension
- Hereditary Angioedema
- RSV