

# 2021 Elixir Specialty Key Performance Indicators

Delivering a better pharmacy experience.



## Our Commitment to Better Service, Superior Member Support and Achieving Whole Health for Life

At Elixir Pharmacy, our dedication to those we serve is the difference between simply supplying a medication and truly impacting the quality of a person's life. Each interaction is an opportunity to make a difference. With this specialty key performance indicator (KPI) report, we are able to continually measure the member experience. The data we gather shows how we are impacting and improving lives through the proper use of medication.

Our annual review of Elixir Specialty's KPIs provide a look at our specialty care management and illustrate how care pathways improve member experience, increase medication therapy confidence and mitigate future risk of non-adherence. This is much more than just a satisfaction report—we review intervention data, pharmacist and physician feedback, outcomes and much more. We know it's not just the medications that produce results. Getting the right medication at the right time, being confident in the prescribed therapy with individualized support and knowing what to expect can make all the difference.

At Elixir, we act as a facilitator of value-added clinical services, spending the necessary time per member assessing and closing gaps in care, to enable behavioral change and better health outcomes. Monitoring these data points helps us continually improve our service with the goal of helping achieve whole health for life.



## SPECIALTY PHARMACY SERVICE EXPERIENCE



Member  
Satisfaction



Net Promoter  
Score (NPS)



Member  
Engagement



Turnaround  
Time

## CONDITION-SPECIFIC MEASURES



Pharmacy  
Scorecard



Notable Case  
Review

“ Demonstrating our commitment to member satisfaction by delivering excellent support.

*Data collected for January 1, 2021 - December 31, 2021*

# Member Satisfaction

We deliver excellent service and quality support to our specialty members.

Nearly all members utilizing specialty pharmacy services report satisfaction with their overall pharmacy experience, delivery and support. Member satisfaction with our services is assessed through an online survey that is offered monthly after each dispense.



## 6% Response Rate to Completed Surveys

In line with the 10% benchmark for comparable surveys across all industries.

# Net Promoter Score (NPS)

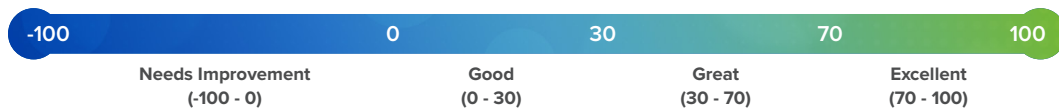
Members using our specialty pharmacy rate Elixir Specialty as excellent, significantly higher than the NPS score of those in similar industries.

**More Elixir Specialty customers would refer us than those in similar industries.**



## What is NPS?

One of the most used satisfaction indicators in all industries, based on one question  
“How likely are you to recommend Elixir Specialty to someone else?”



**NPS SCORE = % OF PROMOTERS (WOULD REFER) - % OF DETRACTORS (WOULD NOT)\***



# Inbound Call Handling

We regularly assess call center data to ensure the best possible specialty member experience.

Staff knowledge, support, convenience of delivery and timeliness, along with several other metrics are tracked and measured to ensure the best possible member experience—every time. These measures allow us to track a member’s quick access to our specialty expertise and also drive customer satisfaction.



95%

First-Call Resolution



1.48%

Abandonment Rate

URAC guidance: < 5%



20 SECONDS

Average Speed of Answer (ASA)

URAC guidance: ≤ 30 seconds



## NEEDS-BY DATE



99.85% % Delivered By “Needs-By”

Any dispense where the supply issue was due to the insurance, member, prescriber or manufacturer defect was excluded.



## Drug Therapy Consulting

Spending time individually counseling each person is key to achieving adherence, optimal health outcomes and cost savings.

**Average time spent prior to start of therapy:**

Inflammatory  
Conditions

7  
MIN

Multiple  
Sclerosis

6  
MIN

Hepatitis C

7  
MIN

Oncology

7  
MIN

Allergic  
Asthma

6  
MIN

# Inflammatory Conditions

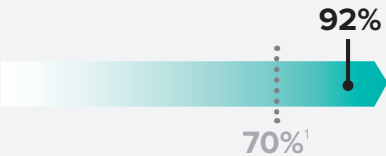
Individualized care plans and one-on-one time helps keep members on the right therapy.

Inflammatory conditions make up almost 50% of all specialty pharmacy prescriptions.



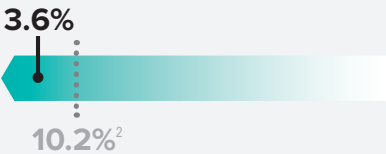
### Adherence

Measured by Proportion of Days Covered (PDC). Impacted by therapy non-response, lack of symptom control and doses held appropriately for illness or surgery.



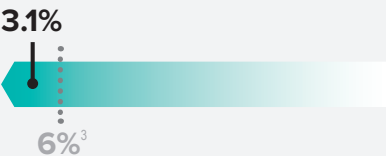
### 90-Day Discontinuation Rate

Starting a therapy and getting symptoms under control quickly are critical for those with inflammatory conditions. Inappropriate discontinuations during the first 90 days drive up cost.



### Biologic Switch Rate

This percent can indicate how stable and well controlled the overall population is. When bridging to a new treatment, lower switch rates are usually preferred.



### Average Time Spent Prior to Therapy

Educating about treatment expectations, proper injection technique and evaluating disease activity help start and keep those with inflammatory conditions on track.

7 MINUTES



### Average Savings for Top 5 Interventions

Our pharmacists identify appropriate treatment goals, manage side effects as they are reported and instruct on proper injection techniques.

\$10,514

\*Inflammatory conditions include Rheumatoid Arthritis, Crohn's, Psoriasis and Atopic Dermatitis.





## CASE STUDY

# Rheumatoid Arthritis

Side effect management, medication adherence and disease control promote additional waste reduction and cost savings.

- The member started Cimzia in March after previously failing several agents, including Remicade, Enbrel, Humira, Xeljanz, Cosentyx, Taltz and most recently, Simponi. Despite concurrent methotrexate therapy, no previous treatment had been able to fully manage her rheumatoid arthritis symptoms.
- One month after starting Cimzia, the member reported significant reduction in joint pain and stiffness but was concerned she would have to stop treatment due to headache and nausea.
- The pharmacist provided diet, lifestyle and over-the-counter medication recommendations and determined she experiences more headache and nausea after taking her methotrexate dose.
- The rheumatologist was notified and the methotrexate dose was reduced. Within one month, she no longer experienced any side effects. Her RA symptoms continue to remain under control.

WASTE AVOIDANCE

**\$3,630/month**

# Multiple Sclerosis (MS)

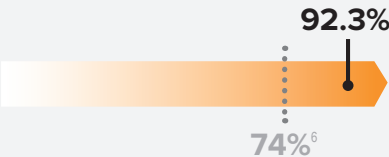
Focusing on adherence and managing symptoms helps reduce relapses, lower costs and increase satisfaction.

MS is a complex, chronic and progressive condition that impacts over one million Americans.<sup>4</sup> On average, 12.7 work/school days are missed annually due to MS relapses.<sup>5</sup>



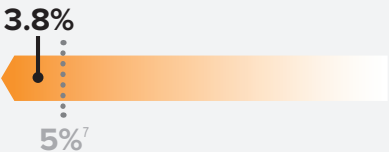
## Adherence

Measured by the Proportion of Days Covered (PDC). Individuals with MS face obstacles such as lack of or the persistence of symptoms, injection issues, affordability and side effects.



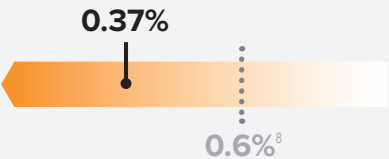
## 90-Day Discontinuation Rate

Supporting those with MS through the first 90 days minimizes early discontinuation and further reduces costs related to waste.



## Annual Relapse Rate (ARR)

The average number of relapses reported per person with MS per year. Lower ARR's lead to lower healthcare costs.



## Average Time Spent Prior to Therapy

MS therapy is for life. Reinforcing how treatments work, identifying key lifestyle changes and managing side effects are critical for successful treatment.

6 MINUTES



## Average Savings for Top 5 Interventions

Top interventions include identifying/resolving adherence issues (missed doses), solving for problematic side effects, realigning therapy expectations.

\$7,288



## CASE STUDY

# Multiple Sclerosis (MS)

Ongoing side effect, administration and member support help reduce additional medication costs.

- 
- The member has been on Tecfidera for over five years. She previously stopped all Multiple Sclerosis (MS) treatment for several years after experiencing persistent side effects while on interferon treatment.
  - In April, she reported worsening nausea and was concerned she would have to discontinue Tecfidera.
  - The pharmacist made several diet and administration recommendations, which the member agreed to try immediately.
  - Within one week, nausea completely dissipated and she continues to take full dose Tecfidera without any therapy or MS issues.

WASTE AVOIDANCE

**\$7,733**

# Hepatitis C

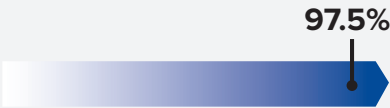
High success rates are produced by ensuring members are ready for, and fully complete, their therapy.

An estimated 2.4 million Americans are living with Hepatitis C<sup>9</sup> and more than half of people who become infected, will develop chronic infection.<sup>10</sup>



## Adherence

Measured by the Proportion of Days Covered (PDC). Missing just three consecutive doses of medication could impact treatment response.



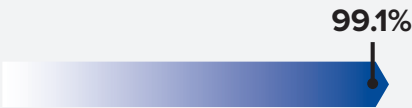
## % Completing Full Course of Treatment

Hepatitis is a short-term treatment that lasts from eight to 24 weeks. Due to the high cost of treatment, it is important to review early discontinuation rates to maximize therapy success.



## Successful Cure Rate

A Hepatitis C cure is defined as a sustained viral load undetectable at and beyond 12 weeks after completing treatment. This is the primary treatment outcome in Hepatitis C.



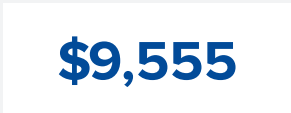
## Average Time Spent Prior to Therapy

Making sure members are fully committed to treatment and educated about re-infection possibilities is critical.



## Average Savings for Top 5 Interventions

Savings include physician outreach, side effect management, and the review of what a lab result means to the treatment outcome.





## CASE STUDY

# Hepatitis C

Ensuring appropriate duration of treatment and ruling out therapy side effects produces significant savings.

- 
- Member was prescribed 12 weeks of Vosevi therapy for genotype 3a, compensate cirrhosis, and treatment experienced with previous Epclusa failure.
  - The pharmacist confirmed with the prescriber that AASLD guidelines suggest adding ribavirin or extending Vosevi duration to 24 weeks in members with previous Epclusa failure.
  - The prescriber agreed to add ribavirin and closely monitor for response.
  - The member has been able to manage diarrhea and headache with pharmacist and prescriber recommendations and successfully completed treatment. The most recent viral load was undetectable.

WASTE AVOIDANCE

**\$50,000+**



# Oncology

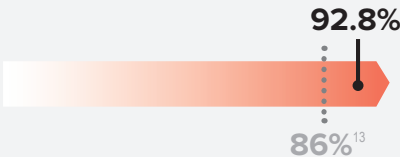
Minimizing side effects and intolerances helps members commit to their cancer therapy.

Approximately 39.5% of Americans will be diagnosed with cancer during their lifetimes. Annually, around 1.8 million new cases of cancer will be diagnosed in the U.S.<sup>12</sup>



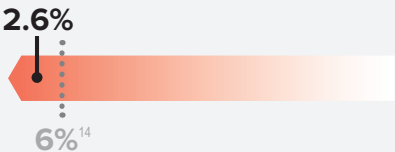
## Adherence

Measured by the Proportion of Days Covered (PDC). Oncology interruptions and dose reductions are often planned and falsely lower PDC.



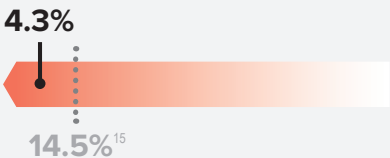
## Side Effect Discontinuation Rate

Intolerable side effects may cause those with cancer to discontinue an effective treatment prematurely. Side effect management can help lower side effect discontinuations and lead to successful remission.



## Dose Reduction Rate

Dose reductions often result in new prescriptions and medication shipments, which increase cost due to medication waste.



## Average Time Spent Prior to Therapy

Treatment can include surgery, radiation, chemotherapy and adjuvant treatments; proactive side effect management is very important.

7 MINUTES



## Average Savings for Top 5 Interventions

Common intervention revolves around adverse drug events. Dosing, drug interactions and treatment expectations are other common interventions.

\$7,027



## CASE STUDY

# Chronic Myeloid Leukemia

Unmanaged side effects can lead to premature discontinuation, cancer progression and medical complications.

- 
- Member has been on Bosulif for four years, previously failing Sprycel and Tasigna due to side effects.
  - In June, she reported experiencing blistering of the skin and severe body aches that persisted throughout the day.
  - The pharmacist provided education and strategies on skin irritation and pain mitigation, and the oncologist was notified. While attempting these strategies, the member requested to stay on full dose to avoid cancer progression.
  - Within to weeks, body aches and skin peeling significantly improved without any dose holds or reductions. She is confident she can continue therapy and that Bosulif is working.

WASTE AVOIDANCE

**\$15,908**

# Allergic Asthma

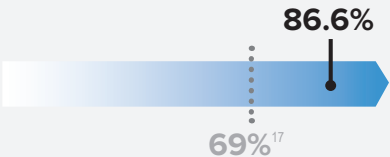
High levels of adherence support well controlled asthma with lower rescue medication utilization.

1 in 13 Americans have asthma, with nearly 50% having had an asthma attack in the past 12 months.<sup>16</sup>



## Adherence

Measured by Proportion of Days Covered (PDC). High pill and administration burdens can lower medication adherence if not appropriately addressed.



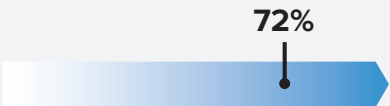
## Percentage of Low PDAT Activity

The Pulmonary Disease Activity Tracker (PDAT) is a proprietary assessment tool to help determine asthma control and relative risk of future exacerbations. *\*for current treatment only*



## Never or Rarely Use Rescue Medication

Rescue medication utilization is closely correlated with level of asthma control. Those who have appropriate maintenance therapy rarely need to use rescue medication.



## Average Time Spent Prior to Therapy

Pharmacists help coordinate site of care for administration, discuss value of concurrent medication adherence and promote quality of life.

6 MINUTES



## Average Savings for Top 5 Interventions

Savings and support primarily through aligning treatment expectations, side effect management and appropriateness of use interventions.

\$2,455



## CASE STUDY

# Allergic Asthma

Addressing and managing side effects and injection site reactions helps prevent unnecessary discontinuations.

- 
- Member started Nucala in May and began with Elixir Specialty in June.
  - Since being trained at the doctor's office, she has experienced intense burning during and after each injection.
  - The pharmacist coached her through the injection process and provided suggestions for improved technique and location. The member agreed to allow the injection to warm up first.
  - The member no longer reports any administration or treatment issues. She has noticed significant improvement in her asthma symptoms and rarely requires rescue medication.

WASTE AVOIDANCE

**\$3,009**

## DEFINITIONS

**Adherence:** Medication adherence as measured by the Proportion of Days Covered (PDC), is determined by how often and consistently an individual takes their medication. There is strong clinical evidence that those who are adherent have less health-related issues and cost.

**Average Time Spent Prior to Therapy:** Being newly diagnosed or starting a new treatment can be challenging for anyone to process. Sometimes inadequate education and understanding can lead to harm. Elixir Pharmacy takes the time to ensure everyone starts on the right foot.

**Biologic Switch Rate:** This percentage can indicate how stable and well controlled a particular population is. Since there are generally additional costs, training and uncertainties when bridging to a new treatment, lower switch rates are usually preferred.

**Intervention Savings:** Every interaction an individual has with one of our pharmacists has a direct impact on clinical care outcomes. If appropriate and when available, either a soft or hard savings is assigned to the intervention to further support the positive value of pharmacists in healthcare.

**Net Promoter Score (NPS):** Index ranging from -100 to 100 that measures the willingness of customers to recommend a company's services to others. It is used as a proxy for gauging the customer's overall satisfaction with a company's services.

**90-Day Discontinuation Rate:** This is the percent of those who will stop taking their medication within the first 90 days of treatment. The leading causes are medication side effects and member dissatisfaction. Pharmacists can help avoid most inappropriate discontinuations through counseling.

**Satisfaction with Therapy:** While everyone has a unique set of disease symptoms, tolerability to side effects, treatment expectations and goals, all have an opinion of their current level of health and therapeutic care. This satisfaction ultimately determines how happy they are.

**Percent of Service Level Achieved:** Percent of calls answered in 30 seconds or less.

**Successful Cure Rate:** The American Association for the Study of Liver Diseases defines a Hepatitis C cure as a sustained viral load undetectable at and beyond 12 weeks after completing treatment. This is the primary treatment outcome in Hepatitis C.

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## OUR MISSION

As the trusted everyday care connector, we drive lower healthcare costs through better coordination, stronger engagement and personalized services that help achieve whole health for life.



For more ways to improve plan  
and member outcomes, visit  
**[elixir.info/specialtypharmacy](https://elixir.info/specialtypharmacy)**