

2020 Elixir Specialty Key Performance Indicators

Delivering a better pharmacy experience.



Our Commitment to Better Service, Superior Patient Support and Improved Outcomes

At Elixir Pharmacy, our dedication to the patient is the difference between simply supplying a medication and truly impacting the quality of a patient's life. Each interaction is an opportunity to make a difference for the patients and families we serve. With this specialty key performance indicator (KPI) report, we are able to continually measure the patient experience. The valuable data we obtain and the insights we derive, are used to improve customer service and patient support for a better experience and outcomes.

Our KPIs provide a look at Elixir Pharmacy's specialty insights reporting, patient engagement, and customized care pathways. This reporting illustrates how our care pathways improve experience, increase confidence and mitigate future risk of non-adherence. This is much more than just a patient 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 for patients. Getting the right medication at the right time, being confident in the prescribed therapy with individualized patient support and knowing what to expect can make all the difference.

Our people go to work every day to provide the best possible experience, with improved costs and clinical outcomes for patients. We believe that we have opportunities—sometimes big, but often small—to be a hero for our patients every day.

A handwritten signature in black ink, appearing to read 'Don', with a stylized flourish extending from the end.

Don Gale, Senior Vice President
Elixir Pharmacy



SPECIALTY PHARMACY SERVICE EXPERIENCE



Patient
Satisfaction



Net Promoter
Score (NPS)



Patient
Engagement



Turnaround
Time

CONDITION-SPECIFIC MEASURES



Pharmacy
Scorecard



Notable Case
Review

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

Patient Satisfaction

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

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.



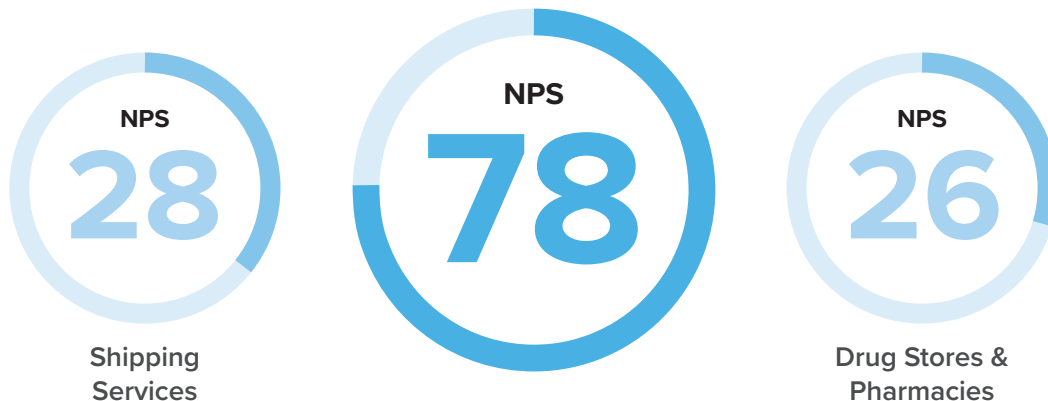
9% Response Rate to Completed Surveys

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

Net Promoter Score (NPS)

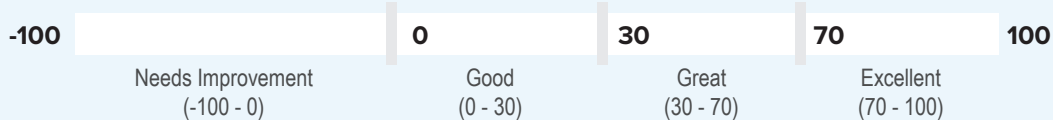
Members using our specialty pharmacy rate Elixir Specialty as excellent, more than double the NPS score of those in similar industries.

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



What is NPS?

One of the most used satisfaction indicators in all industries, based on one question “would you refer EnvisionSpecialty to someone else?”



NPS Score = % of Promoters (would refer) - % of Detractors (would not)

Source: <https://www.satmetrix.com/wp-content/uploads/2020/02/2019-Benchmarks.pdf>

Inbound Call Handling

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

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



94%

First-Call Resolution



1.26%

Abandonment Rate

URAC guidance: < 5%



15 SEC

Average Speed of Answer (ASA)

URAC guidance: ≤ 30 seconds



NEEDS-BY DATE



99.8% % Delivered By “Needs-By Date”

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



Patient Consulting

Spending **MORE TIME** with Each Patient is Key to Achieving Adherence, Optimal Health Outcomes and Cost Savings.

Average time spent with patients
prior to start of therapy:



20 MIN

Inflammatory
Conditions



21 MIN

Multiple
Sclerosis



24 MIN

Hepatitis C



21 MIN

Oncology



12 MIN

Allergic
Asthma

Inflammatory Conditions

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

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



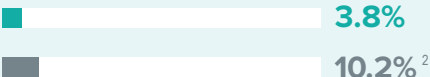
Adherence

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



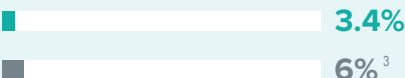
90-Day Discontinuation Rate

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



Biologic Switch Rate

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



Average Time Spent With Patient Prior To Therapy

Educating patients about treatment expectations, proper injection technique and evaluating disease activity help start and keep patients on track.

20 MIN.



Average Savings for Top 5 Interventions

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

\$7,379

● Elixir Specialty ● Industry Benchmark *Inflammatory conditions include Rheumatoid Arthritis, Crohn's, Psoriasis and Atopic Dermatitis.



CASE STUDY

Rheumatoid Arthritis

Proper administration, medication adherence and disease control promote additional waste reduction and cost savings.

- The patient started Humira in May after several years of incomplete response to dual methotrexate and hydroxychloroquine therapy.
- One month into biologic therapy, the patient started service with Elixir Pharmacy and reported a significant improvement, allowing her and her rheumatologist to discontinue the methotrexate and hydroxychloroquine.
- The patient reported that she was taking Humira once every 10 days instead of the standard 14 days in accordance with her rheumatologist's guidance.
- The pharmacist reported the patient's therapeutic response to the prescriber and recommended reducing to standard dosing.
- The patient is now on once every 14 day dosing and her RA symptoms continue to remain under control.

WASTE AVOIDANCE

\$2,302/month

Multiple Sclerosis (MS)

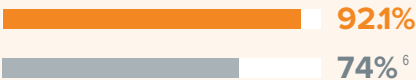
Focusing on adherence and managing symptoms helps reduce relapses, lower costs and increase satisfaction.

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



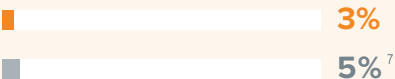
Adherence

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



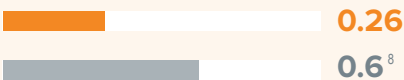
90-Day Discontinuation Rate

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



Annual Relapse Rate (ARR)

The average number of MS relapses reported per patient per year in an MS population. Lower ARR's lead to lower healthcare costs.



Average Time Spent With Patient 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.

21 MIN.



Average Savings for Top 5 Interventions

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

\$5,837

● Elixir Specialty ● Industry Benchmark



CASE STUDY

Multiple Sclerosis (MS)

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

-
- The patient started glatiramer in May. Within the first several doses, she reported hives, fatigue and night sweats.
 - The pharmacist discussed the use of an antihistamine, injection technique and depth training, time of dosing, energy management strategies and education on managing MS symptoms.
 - The prescriber was notified. The dose was temporarily held until the patient could be seen in office. The prescriber confirmed the benefit of the patient restarting therapy at a lower dose.
 - The patient no longer reports any issues with therapy or her multiple sclerosis and is now on full dose.

WASTE AVOIDANCE

\$629

Hepatitis C

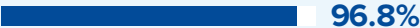
High success rates are produced by ensuring patients are ready for, and fully complete, their therapy.

An estimated 2.4 million Americans are living with Hepatitis C⁹ and more than half of people who become infected, will develop chronic infection.¹⁰



Adherence

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



% of Patients 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 With Patient Prior To Therapy

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

24 MIN.



Average Savings for Top 5 Interventions

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

\$11,034

● Elixir Specialty ● Industry Benchmark



CASE STUDY

Hepatitis C

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

- Patient was prescribed 12 weeks of Mavyret therapy for genotype 1a, treatment naïve, compensate cirrhosis.
- The pharmacist confirmed with the prescriber that the patient was not co-infected with HIV and only indicated for 8 weeks of treatment.
- The prescriber agreed to adjust the duration of treatment to 8 weeks.
- The patient is one month into treatment and continues to be closely monitored for successful completion.

WASTE AVOIDANCE

\$15,000+

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.¹³



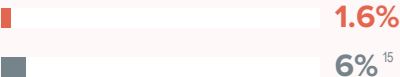
Adherence

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



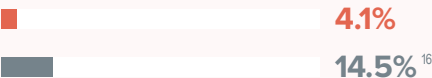
Side Effect Discontinuation Rate

Patients may discontinue an effective treatment due to intolerable side effects. 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 With Patient Prior To Therapy

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

21 MIN.



Average Savings for Top 5 Interventions

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

\$9,275

● Elixir Specialty ● Industry Benchmark



CASE STUDY

Renal Cell Cancer

Sub-therapeutic dosing could lead to cancer progression and medication complications.

-
- Patient was diagnosed and prescribed Inlyta 5 mg once daily.
 - The pharmacist notified the prescriber that the clinically recommended dose is twice daily.
 - The prescriber corrected the prescription.
 - Patient started Inlyta 5 mg twice daily in May and reports no side effects or issues with treatment. The patient continues to exhibit no signs of cancer progression.

WASTE AVOIDANCE

\$15,000+

Allergic Asthma

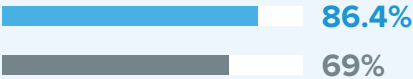
High levels of adherence support well controlled asthma with lower rescue medication utilization.

1 in 13 Americans have asthma, with nearly 50% having had an asthma attack in the past 12 months. ¹⁷



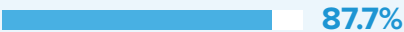
Adherence

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. Patients who have appropriate maintenance therapy rarely need to use rescue medication.



Average Time Spent With Patient Prior To Therapy

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

12 MIN.



Average Savings for Top 5 Interventions

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

\$2,003

● Elixir Specialty ● Industry Benchmark



CASE STUDY

Allergic Asthma

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

- In April, the patient reported blurry vision that has been persistent for the last 3 months. She was concerned that it was a side effect of Dupixent therapy, which has significantly improved her asthma management since starting in 2019.
- The pharmacist provided management strategies, ruled out signs of local infection and notified the prescriber.
- Within one month, the blurred vision improved after determining that it was being caused by another non-asthma treatment.
- The patient continues to remain on full dose Dupixent with minimal asthma symptoms or need for rescue treatments.

WASTE AVOIDANCE

\$1,288

DEFINITIONS

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

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

Biologic Switch Rate: This percentage can indicate how stable and well controlled a patient 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 the patient 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: 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 patients who will stop taking their medication within the first 90 days of treatment. The leading causes are medication side effects and patient dissatisfaction. Pharmacists can help avoid most inappropriate discontinuations through patient counseling.

Patient Satisfaction with Therapy: While every patient has a unique set of disease symptoms, tolerability to side effects, treatment expectations and goals, all patients have an opinion of their current level of health and therapeutic care. This satisfaction ultimately determines how happy the patient is.

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.

REFERENCES

1. Selinger C, Robinson A, Leong R. Non-adherence to inflammatory bowel disease maintenance medication: extent and predictors. *J Gastroenterol Hepatol*. 2011;26:116
2. Li P, Blum M, Feldt J, Hennessy S, Doshi J. Adherence, Discontinuation, and Switching of Biologic Therapies in Medicaid Enrollees with Rheumatoid Arthritis. *International Society for Pharmacoeconomics and Outcomes Research (ISPOR)*. 2010; 1098-3015/10/805 805–812
3. Walsh J, Adejoro O, Chastek B, Chun G, Palmer J. Patterns of Treatment Adherence, Persistence, and Discontinuation of Biologic Therapy Among Patients with Psoriatic Arthritis in the United States—Descriptive Analyses from an Administrative Claims Database. *Journal of Managed Care & Specialty Pharmacy*. March 2017; Vol. 23, No.3-a: S87
4. Luxner L. (2017). Nearly 1 Million Americans Have Multiple Sclerosis, NMSS Prevalence Study Finds. *Multiplesclerosisnewstoday.com*.
5. Nickerson M., et al. (2015). Impact of multiple sclerosis relapse: The NARCOMS participant perspective. *Multiple Sclerosis and Related Disorders*
6. Kantor D, Pelletier C, Bonafede M, Mehta R, Johnson B. Treatment Patterns Among New Initiators of Disease-Modifying Therapy for Multiple Sclerosis. *Journal of Managed Care & Specialty Pharmacy*. April 2018; Vol. 24, No. 4-a: S62
7. Melesse D, Marrie RA, Blanchard J, Yu BN, Evans C. Persistence to disease-modifying therapies for multiple sclerosis in a Canadian cohort. *Patient Preference and Adherence* 2017;11 1093–1101
8. Inusah S, et al. Assessing Changes in Relapse Rates in Multiple Sclerosis. *Multiple Sclerosis Journal*, vol. 16, no. 12, 1 Sept. 2010, pp. 1414–1421
9. Hofmeister MG, Rosenthal EM, Barker LK, Rosenberg ES, Barranco MA, Hall EW, Edlin BR, Mermin J, Ward JW, Ryerson AB. Estimating prevalence of hepatitis C Virus Infection in the United States, 2013-2016. *Hepatology*. 2018;XX(X):pp-pp.
10. Liang TJ, Rehermann B, Seeff LB, Hoofnagle JH. Pathogenesis, natural history, treatment, and prevention of hepatitis C. *Ann Intern Med*. 2000;132(4):296-305.
11. Petersen T, Townsend K, Gordon L, et al. High adherence to all-oral directly acting antiviral HCV therapy among an inner-city patient population in a phase 2a study. *Hepatol Int* (2016) November 2015; 10:310–319
12. Puenpatom A, Hull M, McPheeters J, Schwebke K. Disease Burden, Early Discontinuation, and Healthcare Costs in Hepatitis C Patients with and without Chronic Kidney Disease Treated with Interferon-Free Direct-Acting Antiviral Regimens. *Clinical Drug Investigation*. July 2017, Volume 37, Issue 7, pp 687–697
13. National Cancer Institute. *Cancer Statistics (2020)*. <https://www.cancer.gov/about-cancer/understanding/statistics>
14. Brito C, Portela MC, Vasconcellos MT. Adherence to hormone therapy among women with breast cancer. *BMC Cancer* 2014, 14:397
15. Güth U., Myrick ME, Schötzau A, et al. *Breast Cancer Res Treat* (2011) 129: 799. <https://doi.org/10.1007/s10549-011-1668-y>
16. Gajra, A, et al. Predictors of Chemotherapy Dose Reduction at First Cycle in Patients Age 65 Years and Older with Solid Tumors. *Advances in Pediatrics*, U.S. National Library of Medicine, 7 Feb. 2015.
17. National Asthma Data (2018). Centers for Disease Control and Prevention.



OUR CREDO

Elixir associates know we have a big responsibility, helping individuals and families get the medicine they need to feel better at a price everyone can better afford. We understand that our individual efforts and actions—big or small—matter to our members, their children, families and the communities we serve. Our associates feel they are part of the solution that bring our values to life.



For more ways to improve plan
and member outcomes, visit

elixirsolutions.com
blog.elixirsolutions.com