

# Evolving our approach to managing specialty utilization for maximum savings

**Innovative digital solutions help eliminate waste throughout therapy**

Specialty patients are on complex therapies that require a multi-faceted approach to effectively manage their treatment. While it's important to employ utilization management (UM) solutions to help ensure all patients start therapy with certainty, strategies must also go beyond traditional UM to monitor and engage patients throughout the course of therapy, where most of your costs lie.

We have created innovative solutions that leverage patients' increasing digital adoption to better engage patients and their providers and help manage utilization throughout the duration of therapy. With our advanced analytics and digital infrastructure, we can proactively intervene when needed and create actionable insights for more opportunities to lower costs and improve care.



**89%** of specialty costs is driven by ongoing therapy for members already on specialty treatments.<sup>1</sup>

**85%** of specialty patients have opted in to digital communications<sup>2</sup>

## Supply Management Optimization\*

Specialty therapies can cost thousands of dollars, so even a small amount of excess supply can add additional costs across your population. Through enhanced data science and digital patient engagement we can help prevent excess drug accumulation over the course of a year. Automated monitoring triggers a preferred fill date during the refill process to encourage patient behavior change to help reduce waste.

**~\$2,600 savings per targeted\*\* patient**

**with successful intervention<sup>3</sup>**

### Maximize savings by optimizing medication supply



Joe has psoriasis and takes Otezla

▶ He fills his Otezla 5 days early each month, accumulating an extra month of medication over time



▶ Joe receives a refill reminder and goes online to refill his Otezla



▶ The CVS Specialty mobile app shows him the preferred fill date



▶ Joe selects the preferred date and stops accumulating excess medication, which helps improve appropriate drug therapy and reduce waste



## Intelligent Medication Monitoring<sup>†</sup>

Specialty patients may experience unpleasant side effects or ineffective treatment, so uncovering the need to change or stop therapy is key to contain costs. Intelligent medication monitoring uses advanced analytics, digital outreach and live clinical support to help identify when patients may no longer be benefitting from their treatment and intervene appropriately. Our proactive surveillance enhances our ability to monitor efficacy, symptoms, pain and exacerbations to help identify gaps in care. When appropriate, we deliver targeted interventions and work with providers to stop treatment or change therapy. ~460K patient clinical interventions delivered through CVS specialty pharmacists during the first four months in 2021.<sup>3</sup>

**~\$2K savings per targeted patient in 90 days<sup>4</sup>**

**23% stopped therapy or switched to another medication in the 90 days following intervention<sup>4</sup>**

### The right interventions to detect and act are key to saving money



Sofia calls in for a refill and, during the call, a CareTeam representative asks Sofia how well her rheumatoid arthritis therapy is managed. She says she is struggling with many of her daily activities, including tying her shoelaces and getting out of bed in the morning.

Based on her response, a pharmacist consults with Sofia and learns she has not missed a dose of her medication, but her pain level is significantly higher than her last assessment.



The pharmacist contacts Sofia's provider to discuss the possibility of changing to an alternative therapy.



After reviewing documentation and clinical notes, the provider prescribes an alternative treatment.



Sofia reports improvement after starting the new therapy.



## Actionable insights on patient management and cost savings

For both solutions, we provide detailed intervention and outcomes reporting to help you track clinical outcomes and cost savings.

**For more information about how these solutions can help control your specialty spend, visit [Payorsolutions.cvshealth.com](https://payorsolutions.cvshealth.com) or contact your CVS Health representative.**

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\* A specialty pharmacy service provided for contracted payors with preferred or exclusive CVS Specialty dispensing and included in the contracted drug pricing.

\*\* Targeted patients make up <2% of all specialty patients.

† CVS Specialty pharmacy patients only.

1. CVS Health Analytics, 2021. Data from FY 2020. All data sharing complies with applicable law, our information firewall and any applicable contractual limitations. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors.

2. CVS Health Analytics, 2020. All data sharing complies with applicable law, our information firewall and any applicable contractual limitations. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors.

3. CVS Health Analytics, 2021. Targeted patients make up <2% of all specialty patients. SMO referenced savings are specific to the following top nine specialty therapies: rheumatoid arthritis, psoriasis, inflammatory bowel disease, hepatitis C, multiple sclerosis, growth hormone, oncology, hereditary angioedema and osteoporosis. As of June 15, 2021, SMO is available across most specialty therapies. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors.

4. CVS Health Analytics, 2021. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors.

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