# Evolution of the Medication Assistance Program at the Ohio State University

## Why Create a Program?

- Improve medication access and adherence
- Improve continuity of care
- Improve patient's quality of life
- Increase physician and staff satisfaction
- Cost avoidance
  - Reduce patient length of stay
  - Reduce hospital admissions/ED visits
- Decrease dollars for charity and off-label write-offs

#### **Our Mission**

- To improve patient outcomes by providing access to medications for uninsured and underinsured patients
- To reduce costs associated with charity writeoffs, avoidable hospital admissions, and emergency department visits

#### Medication Assistance Program Objectives

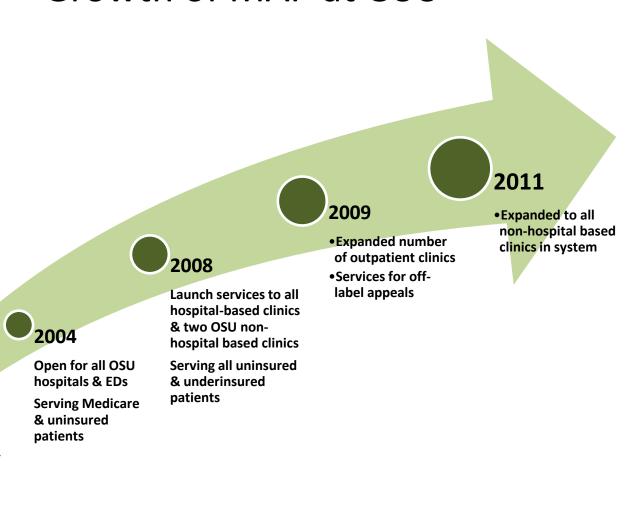
Channel medication benefits to patient and save time for prescribers

Avoid readmissions and ED visits

Provide a long-term solution for patient medication needs

Promote medication adherence

#### Growth of MAP at OSU

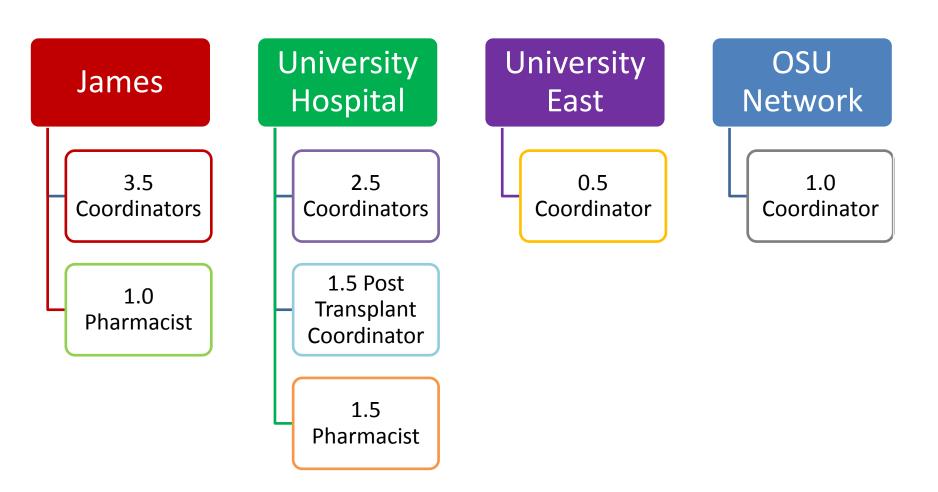


2001

Pilot Begins-James only

Serving uninsured & Medicare patients

#### Medication Assistance Program Structure





# Medication Assistance Program Development

The James



## Medication Assistance Program Coordinator

- Determine desired skill set for personnel and develop position description for Medication Assistance Program Coordinator (MAPC)
  - Social worker vs. financial counselor vs. pharmacy technician
- Desired qualifications for MAPCs
  - Conceptual thinker
    - Self-sufficient and ability to multitask
    - Independent and motivated
    - Prioritization skills

#### Responsibilities - Coordinator

- Screen for assistance
- Coordinate benefits
- Enroll patients into programs
  - Manufacturer assistance programs
  - Disease-based assistance programs
  - Medicare Part D prescription drug benefits
  - Social Security
  - Low income subsidy
- Provide copay assistance for underinsured
- Provide vouchers for use of charity funds

#### Responsibilities - Pharmacist

- Recommend therapeutic/generic alternatives
- Provide drug information
- Perform drug utilization reviews
- Correspond with prescribers
- Counsel patients
  - Medications
  - Administration technique (i.e. enoxaparin)
- Keep current on Medicare, Medicaid, and Commercial policies
- Facilitate reimbursement for off-label indications
  - Literature research and support
  - Appeals

#### Program Development

- Define scope of program
  - Coverage areas: inpatient, outpatient, specialty, emergency department, hospital based vs. nonhospital based
  - Services: inpatient replacement, outpatient replacement, take-home medications, off-label support

#### Evolution of the Scope of MAP at OSU

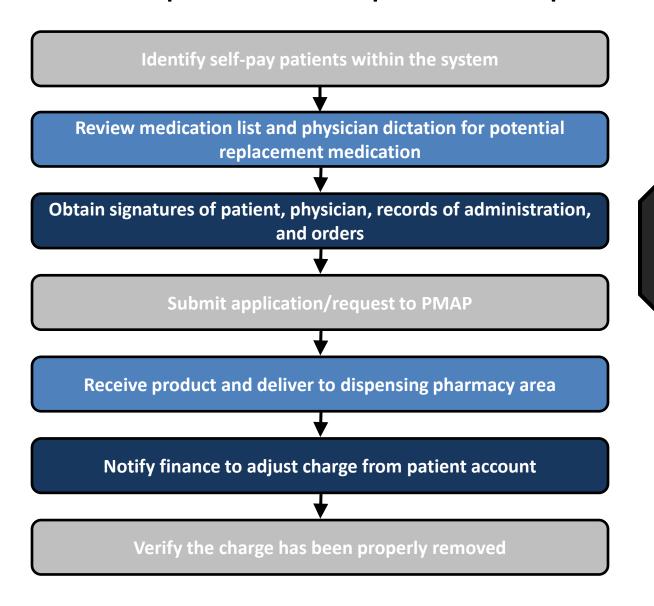


MAP serves all inpatient units at OSU/James and outpatient clinics

# Inpatient/Outpatient Replacement

- Identification of programs
- Identification of patients
  - Self-pay reports
- Review of patient profiles
- Obtain needed documentation and signatures
- Receipt and delivery of product
- Adjustment of patient bill
- Documentation

#### Inpatient/Outpatient Replacement



Copy and retain records of application, medication order, and account adjustment for audit purposes

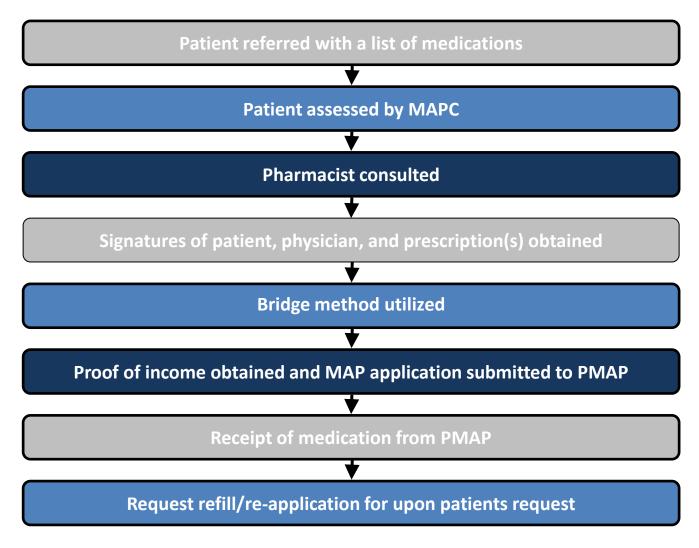
#### "Take-Home" Medications

- Identification of programs
- Obtain needed documentation and signatures
- Bridge between application and receipt of medication
  - Samples
  - Rx to outpatient pharmacy (charity)
  - Disproportionate facilities use 340B

#### "Take-Home" Medications

- Pharmacist involvement
  - Recommend therapeutic interchange
  - Drug utilization review
  - Dispensing of medication
  - Patient counseling
- Ineligible for PMAP
  - Alternative therapy
  - Charity
  - Samples
  - -340B

#### "Take-Home" Medications



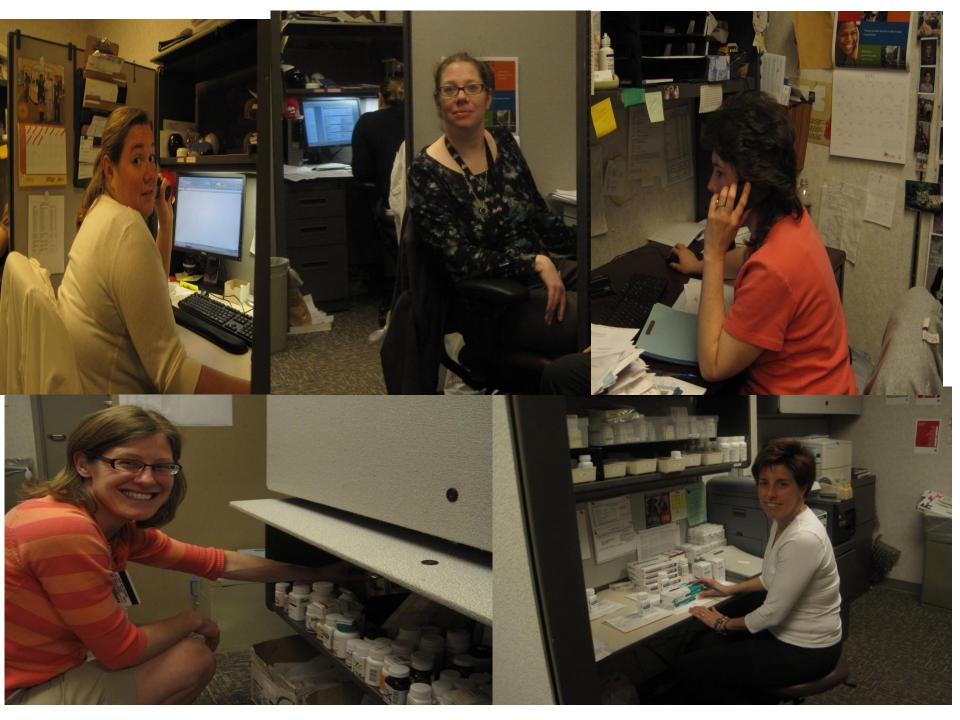
MAPC – Medication Assistance Program Coordinator

MAP – Medication Assistance Program

PMAP – Pharmaceutical Manufacturer Assistance Program

#### Program Development

- Determine resources required
  - Personnel, equipment, supplies
  - Space must be a secure location
  - Plan for expansion



## Program Development

- Determine ability to access financial and clinical information
  - Financial access/counseling notes
  - Medicaid status
  - Billing- patient explanation of benefits
  - Electronic medical records
  - Chemotherapy/infusion records

#### Accessing Clinical and Financial Information

- Develop printed material to request signatures
- Utilize clinical team members
- Utilize Medical Information Management to obtain necessary documentation
  - Electronic
  - Written
  - Labs, procedures, etc.



#### Program Development

- Determine ways to identify patients
  - Reports from hospital information system help to identify patients likely to need assistance at discharge (look for self-pay and Medicaid pending)
    - Inpatient admissions report
    - ED admissions from the past 24 hours
  - Report from hospital information system to help identify patients eligible for replacement medication
    - Outpatient infusion visits

# Sample Inpatient Report

LOC_NAME	SERVICE	PT_ARRIVED_ED_DT_TM	PAT_MRN	PAT_FIRST_NAME	PAT_LAST_NAME	PRIMARY_PAYOR	FIN_CLASS
JAMES	Oncology		999888777	Ball	Parks		Self-pay
		5/20/2012 4:00	5				
JAMES	Oncology Critical Care		987987987	Flash	Gordon		Self-pay
		5/20/2012 12:24	1				
OSU EAST	Emergency Medicine		998998998	John	Jacobs		Self-pay
		5/20/2012 1:13	3				
OSU EAST	Inpatient		999666555	Jingle	Himmer	MEDICARE	Medicare
		5/20/2012 1:34	1				
OSU EAST	Emergency Medicine		99999999	Cheatum	How		Self-pay
		5/20/2012 1:37	7				
OSU EAST	Emergency Medicine		999222111	Jackson	Mikey		Self-pay
		5/20/2012 7:29	9				
OSU EAST	Emergency Medicine		999444333	Fraser	James		Self-pay
		5/20/2012 7:53	3				
OSU EAST	Inpatient		999000999	Bette	Miller	MEDICARE	Medicare
		5/20/2012 13:20	5				
OSU EAST	Emergency Medicine		988999888	Orajello	Cups		Self-pay
		5/20/2012 13:40	o				
OSU EAST	Emergency Medicine		988777666	Limjello	Cups	MEDICARE	Medicare
		5/20/2012 13:46	5				
OSU EAST	Emergency Medicine		988555444		Blondine	MEDICARE	Medicare
		5/20/2012 14:03	3	Cookie			
ROSS HEART HOSPITAL	Critical Care	5, =0, =0=====	988333222	Hewitt	Packhard	MEDICARE	Medicare
		5/20/2012 4:10	5				
ROSS HEART HOSPITAL	Critical Care	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	988111000	Incredible	Hulk	MEDICARE	Medicare
		5/20/2012 7:03	3				
ROSS HEART HOSPITAL	Critical Care	5, 5, 7, 5, 5, 5, 5, 5	977999888	Stark	Anthony	MEDICARE	Medicare
		5/20/2012 10:04	1				
UNIVERSITY HOSPITAL	Emergency Medicine		977777666	Widow	Black	MEDICARE	Medicare
		5/20/2012 1:10	5				
UNIVERSITY HOSPITAL	Emergency Medicine	3,23,2022	977555444	Pepper	Patty		Self-pay
		5/20/2012 1:33	7				
UNIVERSITY HOSPITAL	Critical Care	, 20, 2022 2.00	977333222	Brown	Charles	MEDICARE	Medicare
		5/20/2012 1:44	1				
UNIVERSITY HOSPITAL	Emergency Medicine	, ==, 2022 2	977111000	Parker	Peter		Self-pay
		5/20/2012 1:47	,				

#### Program Development

- Determine ways to identify patients
  - Reports from pharmacy information system by medication with payer information
    - High dollar inpatient medications eligible for replacement that require patient signature (look for self-pay, Medicaid pending)
    - Examples regadenoson (Lexiscan®), caspofungin
       (Cancidas®), abciximab (Reopro®), bivalirudin (Angiomax®)

#### Program Development

- Develop policies and procedures
  - Patient eligibility criteria for PMAP
  - Patient and staff responsibilities
    - Turnaround time for referrals
  - Medication accountability requirements
    - Request for medication
    - Receipt of medication
  - Account adjustment
  - Other types of assistance (charity, copay assistance, 340B)

## Patient Eligibility Criteria

- Application for program
- Federal Poverty Guidelines
- Flexibility
- Exception process

Persons in Family	48 Contiguous State and D.C.	Alaska	Hawaii
1	\$11,800	\$14,840	\$13,670
2	\$16,020	\$20,020	\$18,430
3	\$20,160	\$25,200	\$23,190
4	\$24,300	\$30,380	\$27,950
5	\$28,440	\$35,560	\$32,710
6	\$32,580	\$40,740	\$37,470
7	\$36,730	\$45,920	\$42,230
8	\$40,890	\$51,120	\$47,010
For each additional Person, add	\$4,160	\$5,200	\$4,780

SOURCE: Federal Register, Vol. 82, No. 13, January 21, 2016

## Patient and Staff Responsibilities

- Patient responsibilities
  - Provide proof of income and other financial documents as requested
  - Attend appointments as scheduled
  - Remain adherent to medication regimen and any other healthcare provider requests
  - Alert coordinator if medications change
- Staff responsibilities
  - Turnaround time for referrals
    - Inpatient (4 hours) vs. Outpatient (24 hours)
  - Follow up with patients and PMAPs

# Medication Accountability: Request for Medication

- Submit application to manufacturer
- Submit infusion records from pharmacy
- Submit physician order (if required)
- Submit proof of income (requirements vary)
  - 1099, 1040, W2, letter of support
- Submit record of medication administration
- Submit infusion medication charges
  - Submission of Explanation of Benefits (EOB) may be required

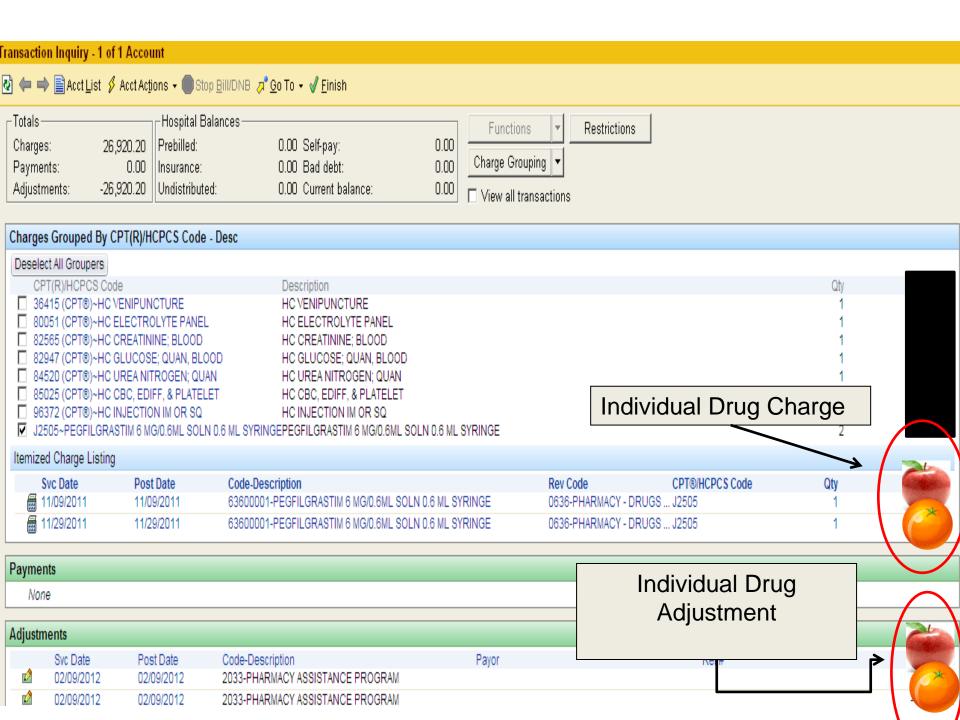
## Medication Accountability: Receipt of Product

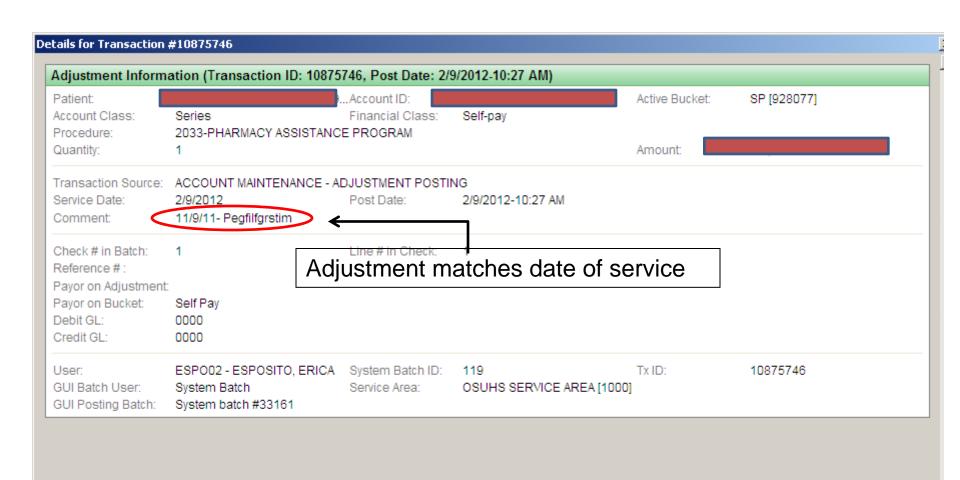
- Designate one pharmacy location for receipt of medication
- Record receipt of medication
  - Verify medication received matches medication requested
- Deliver to individual infusion sites
- Record delivery of medication



#### Account Adjustment

- Ensure account adjustments are done in a timely fashion so that patient bills can be adjusted appropriately
- Develop a method to track patients and infusions to ensure patient accounts are appropriately reconciled
- Provide medication receipt information to key departments
  - Central business office (CBO) to apply adjustment
  - Pharmacy purchasing to consider inventory impact
- Develop quality assurance process to ensure charge has been adjusted by CBO





# Monthly Inventory Adjustment Report by Cost Center

Public		James Main	James MMP	James CBC	James Mill Run
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## Other Types of Assistance

- Establish charity budget and guidelines
  - "Bridge" prescriptions
  - Patients who do not meet PMAP requirements
- Set clear guidelines for providing
  - Copay assistance
  - 340B dispensing
- Additional funding resources
  - Grants
  - Samples (last resort, usually to bridge only)

## Marketing the Program

- Develop education and marketing plan
  - Availability of service
  - Contact information
  - Hours of operation
  - How to refer patients

#### Medication Assistance Program

A Medication Support Program for Patients of the Ohio State University Medical Center Sponsored by the Department of Pharmacy

#### What is the Medication Assistance Program (MAP)?

The Medication Assistance Program is a need-based service that provides OSU Medical Center patients with medications at reduced or no cost.

#### Who is eligible for the program?

Patients who are without prescription benefits and whose financial situation makes it a challenge to obtain prescription medications are eligible for the program. This includes those who:

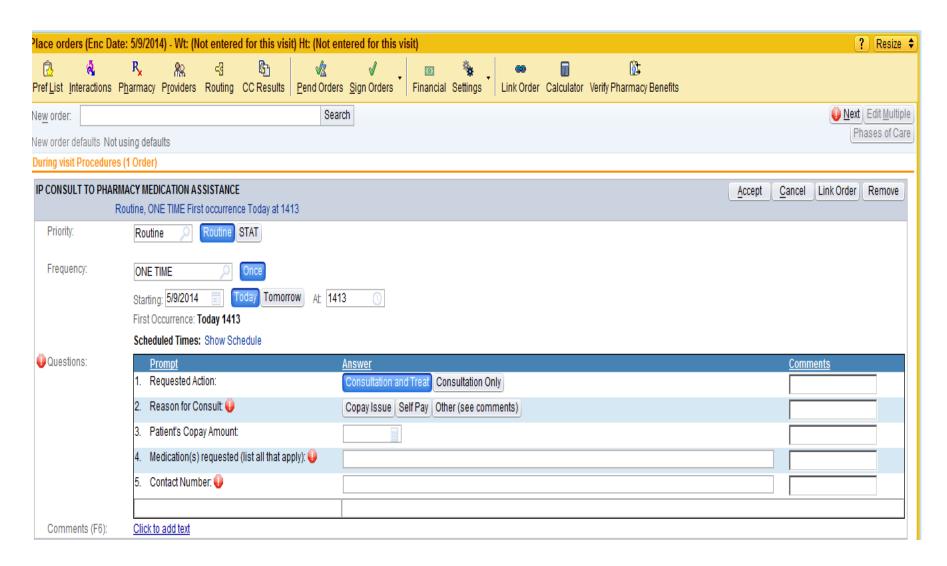
- are uninsured and are not eligible for any public health program
- are Medicare patients without prescription benefits
- have applied for public health assistance and are waiting for approval

Other applicants will be reviewed on a case-by-case basis upon referral by a healthcare professional.

#### How are patients referred to the program?

Patients may be referred by physicians, clinic staff, nurses, social workers, patient care resource managers or other OSU Medical Center staff when the patient's ability to pay for prescriptions is a concern, by calling (614) 293-0394. Once the referral is made, MAP staff will help determine eligibility and try to help the patient access necessary medications.

#### **Electronic MAP Referral**



# MAP Referral Form - Outpatient Use



### Medication Assistance Program Referral Form

Date;		MRN:					
Patient Name;		Phone:					
Reason for Referral:	☐ No Medical Insurance	e No Prescription Coverage					
	☐ High Medication Copay						
(	☐ Medicare Part D Gap Include copies of all insurance o	ards where applicable	·)				
Diagnosis;							
Prescriber;	Office contact						
Prescriber phone:	Fax:						
summary of the actio	idays. This form will be far ns taken. needs based assessment and i Patient Medica	s determined on a cas					
Medication	Strength	Dosage	Quantity				
	t be accepted. All medications i sts are required prior to therapy		  ability to assist. Outpatient				
Medication Assistance i	Program Summary of Actions						
Excluded Medications *Over-the-counter-medical	tions and supplies						

Questions, please contact MAP office at (614) 368-4170.

FAX COMPLETED REFERRAL FORM TO MAP OFFICE AT (614) 293-8659

# **Quality Measures**

- Ensure quality measures in place for both clinical and financial aspects of program
  - Programs are subject to external auditing
  - Organized patient charts and timely, accurate documentation are essential

#### **Documentation**

### **Chart Organization**

Left side of chart

- ☐ Face Sheet/Demographics
- □ Release of Information
- □ Proof of income (tax return, pay stubbs, 1099, 4506T)
- □ Medication List
- □ Correspondence
- □ Copy of insurance cards

Right side of chart

- □ Applications (sort by
- company)
- Infusion records
- □ Drug specific charges
- ☐ Adjustment records
- □ Invoices
- Note: keep application &
- prescription together
- $\quad \ \Box \ \, \text{MAP tracking sheet}$

# Tracking and Metrics

- Develop or purchase tracking system
  - Applications, value of medications accessed, etc
- Determine metric reporting to leadership
  - Applications
  - Patient involvement
  - Prescriber involvement
  - ROI
  - Charity dollars



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Clients

What's Available

About MDS

Contact Us



Welcome

MedData Services Prescription Assistance Program provides the Medical Professional and their qualified Patients the information needed to apply for free medications. For information and access to this service, use the <u>E-Mail</u> form or call 1-888-246-1085. Our Business Hours Are 9:00 AM to 5:00 PM Central Time Monday thru Friday.

Special Discounts are available to all 340B eligible hospitals and clinics participating in the Prime Vendor Program. To learn more about the Prime Vendor's pricing or to join the program, visit their website at www.340bpvp.com.

340B Prime Vendor PROBRAM Hooged by JPPY Flash Demo

To date, MedData Services

has helped its customers and their patients receive

over \$589,137,517 in free medication



Click here for your MDS RX Card

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Pt. Name	Medication	Estimate of savings	Area (T	: Physician	Application Date	Supply	Source
Joe Smith	Cellcept 250 mg	\$3,479.96 t		Davies	8/27/2007	960 capsules	Roche
	Neoral 25 mg	\$635.88 t		Davies	8/27/2007	360 capsules	Novartis
Monty Full	Myfortic 360 mg	\$11,971.62 t		Bumgardner	8/27/2007	1080 tabs	Novartis
Mount Everest	Neoral 100 mg	\$1,079.94 t		Pesavento	8/1/2007	180 tabs	Novartis
	Neoral 25 mg	\$635.88 t		Pesavento	8/1/2007	360 capsules	Novartis
Minnie Mouse	Neoral 25 mg	\$1,271.76 t		Davies	8/27/2007	720 capsules	Novartis
	Amaryl 4 mg	\$301.14 t		Davies	8/27/2007	180 tabs	Sanofi Aventis
	Lantus	\$335.96 t		Davies	8/27/2007	4 vials	Aventis
	Nexium 20 mg	\$882.38 t		Davies	8/27/2007	180 capsules	AstraZeneca
	Myfortic 360 mg	\$7,981.08 t		Davies	8/27/2007	720 tablets	Novartis
Jackson Hewitt	Cellcept 250 mg	\$3,479.96 t		Henry	8/27/2007	960 capsules	Roche
	Neoral 100 mg	\$1,079.94 t		Henry	8/27/2007	180 capsules	Novartis
Crystal Chandleir	Valtrex 500 mg	\$1,039.95 t		Pesavento	8/27/2007	300 tablets	Glaxo Smith Kline
	Cellcept 250 mg	\$3,479.96 t		Pesavento	8/27/2007	960 capsules	Roche
	Neoral 100 mg	\$1,079.94 t		Pesavento	8/27/2007	180 tablets	Novartis
	Neoral 25 mg	\$317.94 t		Pesavento	8/27/2007	180 tablets	Novartis
	Procrit 10,000 units	\$4,204.16 t		Pesavento	8/27/2007	24 vials	Amgen
Orange Gelo	Cellcept 250 mg	\$3,479.96 t		Henry	8/30/2007	960 capsules	Roche
	Neoral 100 mg	\$1,079.94 t		Henry	8/30/2007	180 capsules	Novartis
Kara Thrace	Cellcept 250 mg	\$3,479.96 t		Davies	8/30/2007	960 capsules	Roche
Oscar Meyer	Cellcept 250 mg	\$3,479.96 t		Davies	8/30/2007	960 capsules	Roche
	Neoral 25 mg	\$1,146.24 t		Davies	8/30/2007	720 capsules	Novartis
	Lipitor 10 mg	\$239.59 t		Davies	8/30/2007	90 tablets	Pfizer
	Norvasc 10 mg	\$224.69 t		Davies	8/30/2007	90 tablets	Pfizer
	Procrit 20,000 unit	\$13,753.18 t		Davies	8/31/2007	#7 (6ml vials)	OrthoBiotech
	Procrit 40,000 unit	\$16,044.00 t		Davies	8/31/2007	#7 (4 ml vials)	OrthoBiotech
Veletta Fondue	Valcyte 450 mg	\$13,848.58 t		Davies	8/31/2007	360 capsules	Roche
CV Wrap	Myfortic 360 mg	\$1,995.27 t		VonVisger	8/31/2007	180 tabs	Novartis
Mary Jones	Sandimmune 150 mg	\$1,105.74 t		Davies	8/7/2007	540 tablets	Novartis
	Norvasc 5 mg	\$223.56 t		Davies	8/7/2007	90 tabs	Pfizer
	Cozaar 25 mg	\$175.26 t		Davies	8/7/2007	90 tabs	Merck
Wayne Wright	Myfortic 360 mg	t		Pellitier	8/1/2007	360 tabs	Novartis
	Neoral 100 mg	t		Pellitier	8/1/2007	360 tabs	Novartis

- 42 YOF with insulin-dependent diabetes mellitus and asthma
- After established care with PCP, medications prescribed are unaffordable
- Patient not eligible for Medicaid expansion and uninsured
- MAP consulted to assist with medication:
  - Insulin glargine (Lantus Solostar®), fluticasone, salmeterol (Advair Diskus®), albuterol (Proair®), diabetes testing supplies

#### Cost of medications

– Lantus Solostar® 1 box = \$447

− Proair Inhaler® 1 box= \$60

– Advair Diskus® 1 box= \$371

-BD Pen Tips<sup>®</sup> 1 box= \$49

– Freestyle Lite Meter 1 each=\$18

- Freestyle Lite Strips 1 box = \$168

• Total Price \$1,114

Initial thoughts?

Next steps?

- Initial thoughts?
  - Expensive medication without prescription coverage
- Next steps?
  - Complete and submit PMAP paperwork
  - Screen patient for state or federal assistance

### • What we did:

- Enrolled patient in PMAPs
- Sought MAP pharmacist referral for medication alternatives/therapeutic alternatives

#### Final outcome:

- Considered therapeutic interchange options that have PMAP
  - Long-acting insulin and inhalers
- Contacted physician for interchange approvals
- Obtained medications through PMAP
  - Lantus PMAP (Sanofi)
  - Ventolin PMAP (Glaxo)
  - Advair Diskus PMAP (Glaxo)
- Obtained testing supplies through grocery chain store
  - Lowest cost option

- 71 YOM with metastatic prostate cancer w/bone metastatic disease
- Patient is prescribed abiraterone (Zytiga®) 250mg #120; 4 tablets daily
- Patient has Medicare A & B, and Part D
- Patient has a copay of \$3,150 for a 30-day supply
- Patient is in the Coverage Gap

Initial thoughts?

Next steps?

- Initial thoughts?
  - Will the patient abandon therapy due to cost?
- Next steps?
  - Complete and submit any assistance that may be available for this patient
    - Copay card
    - Disease-based assistance grant
    - PMAP for free medication
    - Alternate therapy

#### What we did:

- Applied to assistance grants
- Applied to PMAP for free medication

#### Final outcome:

- Assistance grants which were closed due to insufficient funding
- Patient enrolled into PMAP for free medication

- 26 YOM w/ hepatocellular cancer and Hepatitis B positive
- No previous treatment
- Prescriptions for:
  - sorafinib (Nexavar®) 200mg #120 (cost = \$15,820)
  - tenofovir (Viread®) 300mg #30 (cost = \$1,120)

Initial thoughts?

Next steps?

- Initial thoughts?
  - Will the patient abandon therapy? How is the patient going to afford these expensive agents?
- Next steps?
  - Screen for state or federal assistance for insurance
  - Complete and submit any assistance that may be available for this patient
    - Copay card
    - Disease-based assistance grant
    - PMAP for free medication
    - Alternate therapy

- What we did
  - Enrolled patient in PMAPs
  - Sought MAP pharmacist referral for medication alternatives
- Final outcome
  - Patient enrolled into PMAP for free medication

- 47 YOM Low Grade B Cell Lymphoma Stage IIIA
- Treatment plan R-CHOP plus pegfilgrastim (Neulasta®) for 6 cycles

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Cost of rituximab (Rituxan®) 800mg $ 7,180
Cost of doxorubicin 107mg $ 5,814
Cost of cyclophosphamide 1600mg $ 342
Cost of vincristine 2mg $ 14
Cost of prednisone 100mg $ 4
Cost of pegfilgrastim (Neulasta®)6mg $ 5,897
Total cost of one cycle $19,251
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• Initial thoughts?

Next steps?

- Initial thoughts?
  - How is the patient going to afford these expensive agents? Who is going to pay for the therapy?
- Next steps?
  - Screen for state or federal assistance for insurance
  - Complete and submit any assistance that may be available for this patient
    - Copay card
    - Disease-based assistance grant
    - PMAP for free medication
    - Alternate therapy

- What we did
  - Verified patient was not eligible for state/federal assistance
  - Enrolled patient in PMAP
- Final outcome
  - Patient enrolled into PMAP for free medication
    - Rituximab (Rituxan®)
    - Pegfilgrastim (Neulasta®)

# Questions?