



EDUCATIONAL RESOURCES

Your Specialty Accreditation Roadmap

Avoid the pitfalls and realize your specialty pharmacy strategy

 PHARMACY



ACHCU IS A BRAND OF ACCREDITATION COMMISSION *for* HEALTH CARE



Welcome



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LEARNING OBJECTIVE

Understand common questions and challenges shared by many hospitals at each stage of the accreditation journey, and how to avoid and minimize them to optimize and realize sustainable results.

Your custom accreditation timeline



Step 1

EVALUATE

Evaluate the benefit of accreditation for your hospital's specialty pharmacy



Step 2

UNLOCK

Unlock financial opportunities of an accredited specialty pharmacy



Step 3

SUSTAIN

Sustain ongoing accreditation compliance



Step 4

OPTIMIZE

Optimize the performance of your accredited specialty pharmacy



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Debunking misconceptions



An accredited specialty pharmacy doesn't impact my employee benefit plan costs



A health system-affiliated accredited specialty pharmacy is designed to serve only my health system patients



It's difficult to achieve a return-on-investment with only a handful of specialty prescriptions

Accreditation benefits for your unique hospital

**Capture additional
specialty prescription
volume and lower
employee benefit costs**

KEY DRIVERS



Patient mix,
including employees



Payor mix



Local employers

An employee specialty prescription program



Assessed own-use data to optimize 340B participation



Weekly meetings supported credentialing, workflow and retail system onboarding processes



Marketing efforts to promote new program

Increased employee satisfaction and decreased employer benefit costs at a small community hospital

RESULTS

Reduced \$300,000 in employee benefit costs in the first year alone

The program was able to reduce out-of-pocket expenses to covered lives **and re-invested into the organization to expand services**

Debunking misconceptions



An accredited specialty pharmacy **does** impact my employee benefit plan costs



A health system-affiliated accredited specialty pharmacy is designed to serve my health system patients **and employees**



It's **feasible** to achieve a return-on-investment with only a handful of specialty prescriptions



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Getting accredited automatically ensures access to payor networks for reimbursement



A specialty PSAO is required to operate an accredited specialty pharmacy

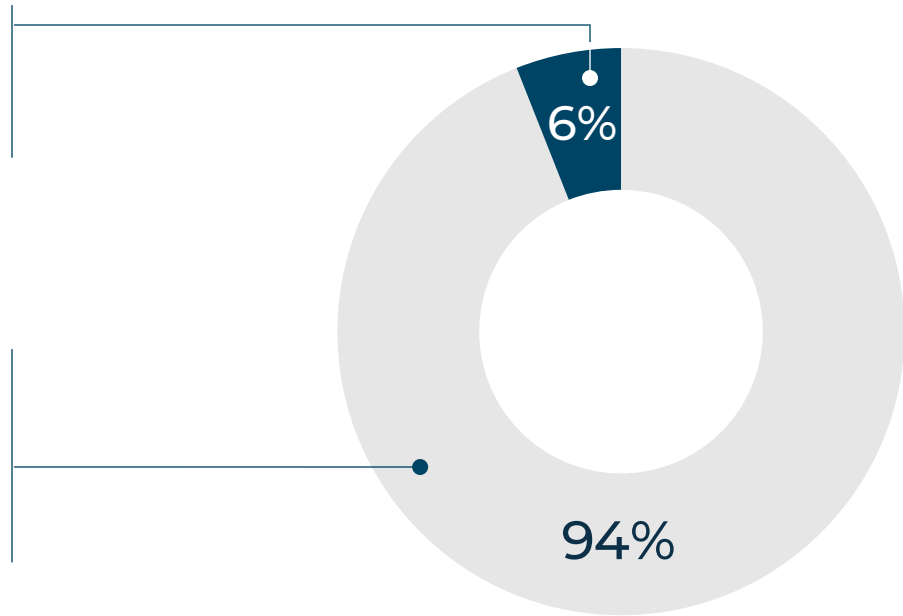
A CUSTOM MODEL GIVES CLIENTS OPTIMAL SUPPORT

Specialty PSAs: Limited access

We estimate about 6%¹ payor access opportunity for specialty PSAO networks:

Regional and small PBMs (will consider participating with PSAs)

Large PBMs and payors (not willing to contract with PSAs; direct agreements required)



The impact of limited access with PSAs

- To access coverage, specialty pharmacies must obtain time-consuming direct agreements
- A better approach is to identify specific specialty payors based on your health system's patients and geography to have tailored access for your needs

¹Estimate based on reported National Market Share (2024 Economic Report on US Pharmacies and Pharmacy Benefit Managers, A. Fein) and Cardinal Health sampling of 41 payors over 22 months.

A new approach for specialty payor access



Benefit

- Optimize your revenue potential with a customized approach
- Access that is specific for your organization:
 - Your unique patient demographics and geography
 - Your specialty pharmacy products and services
 - Your business type/structure
 - State and federal regulatory laws



Best practices

- Optimize reimbursement and agreement terms
- Complete rate audits: review analysis to verify rates
- Reconcile revenue to track financials
- Consider 340B contracting implications for covered entities or contract pharmacies
- Implement and maintain specialty reporting as required by payors



Benefits a spectrum of specialty pharmacies

- Non-traditional retail pharmacies
- Hospital-affiliated specialty pharmacies
- Independent specialty pharmacies
- Physician practice specialty dispensaries

Debunking misconceptions



Getting accredited **does not** automatically ensure access to payor networks for reimbursement



A specialty PSAO is **not required** to operate an accredited specialty pharmacy



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Specialty accreditation is a one-time process



A successful accredited specialty pharmacy does not require continual performance assessment

Starting, sustaining growth

Accreditation considerations

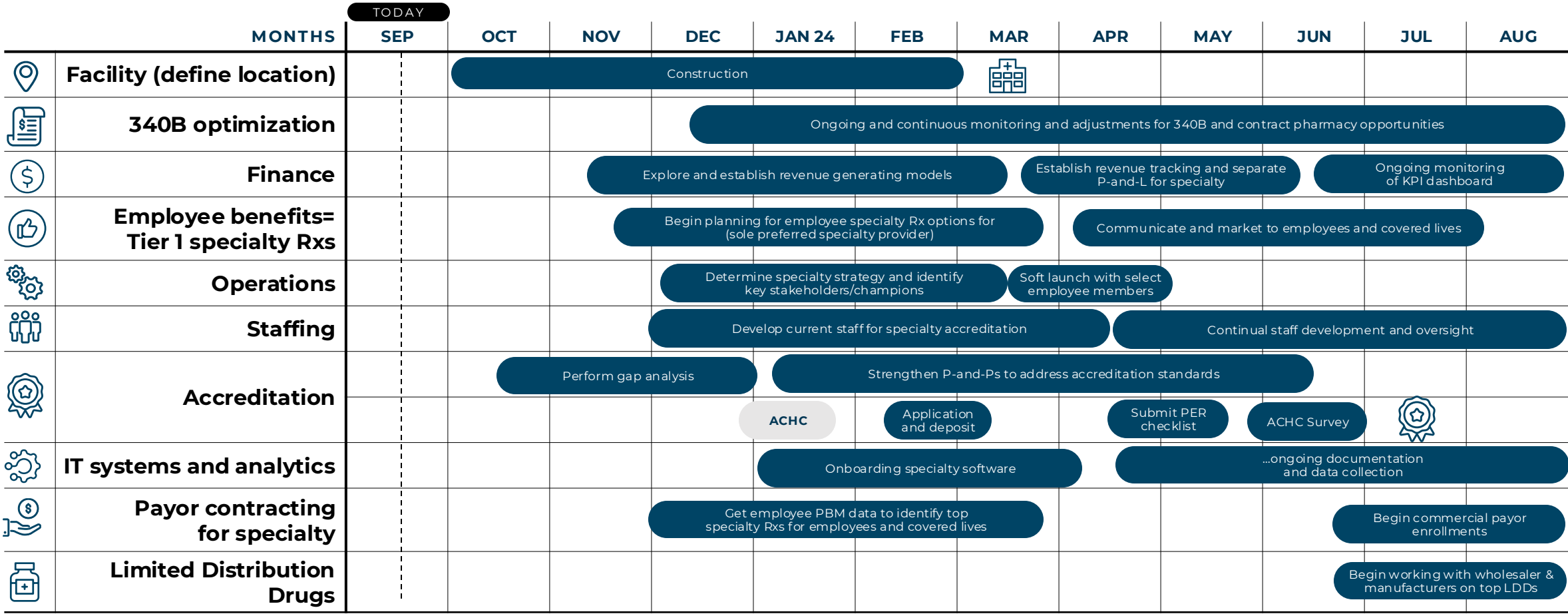
Day-to-day management of requirements throughout the accreditation process shift time and resources from daily pharmacy activities.

Ongoing support

There are numerous high-touch components along the journey such as pharmacy construction and operations, to IT and staffing considerations.



Specialty pharmacy timeline (example)



Debunking misconceptions



Specialty accreditation is **not** a one-time process



A successful accredited specialty pharmacy **does** require continual performance assessment



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Becoming certified and maintaining accreditation do not require additional pharmacy resources



My pharmacists are trained and knowledgeable on specialty pharmacy benefit billing processes

24/7 pharmacist access for accredited pharmacies

Clinical communication services are a requirement for both ACHC and URAC specialty pharmacy accreditation

- Calls handled 24/7
- Calls answered in a timely manner
- Counseling for patients upon request
- Communications escalated as needed
- Written policies and procedures



The cost of care

For the patient and the pharmacy

 **Financial hardships happen¹**
Inclusive of insured patients

Almost 40%

of patients¹ decide to postpone medical care due to costs, regardless of payor access or the seriousness of the health condition.

Source: ¹Recent Gallup poll, as reported on CNBC on January 20, 2023



Even with payor coverage, some patients have difficulty paying their co-pay amounts...

As a result, **the health system loses the opportunity to care for that patient.**

Decrease patients' financial burden

And extend your health system's mission of care through remote patient advocacy support



...without increasing your specialty pharmacy's staff



In one year, Cardinal Health recovered on behalf of clients' patients a total of over

\$84 million in advocacy

*July 2021 thru June 2022

Debunking misconceptions



Becoming certified and maintaining accreditation **do** require additional pharmacy resources



My pharmacists received **little to no training** and **may not be knowledgeable** on specialty pharmacy benefit billing processes—the effort is often **underestimated**

Accreditation partner best practices

Optimal
payor mix
assessment

PBM payor
negotiations

Ongoing
compliance
support

Specialty
medications
claims support
services

Services
that drive
incremental
value

OR

A la cart

Support for specific accreditation challenges

Full service

Start to finish support services



Get in touch

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Thank you

