

Background

Access to prescription medications is often contingent on the ability of patients to pay their out-of-pocket share of cost (OoP). In January of 2018, Scripps Health launched a Centralized Medication Prior Authorization (CPA) team. This 14 FTE CPA team provided a streamlined approach to PA submission and maximized insurance coverage. However, an increasing number of patients were unable to pay OoP copays even with PA approvals. Therefore in 2022, a second team of 4 FTE was formed to process submissions for medication patient assistance programs (MPAP).

OBJECTIVES

(1) Establish a dedicated MPAP team of 4 fulltime pharmacy technicians. (2) Launch an EMR (Epic) module tailored for MPAP requests, tracking, and reporting. (3) Provide KPI metrics that demonstrate efficacy and sustainability.

METHODS

Established 4 FTE Pharmacy Tech Specialists exclusively for MPAP as of 2/2022. Funding split – 1 FTE Clinic, 1 FTE Pharmacy, 1 FTE 340B, & 1 FTE additional proof-of-concept.

EPIC FA Module Launched 5/2/2022: Provided a standardized way to request FA on patients (FYI Flag). Directly fed into a worklist, that could be sorted and work-shared. Allowed tracking tools in a dashboard, workbench report, and exportable reports. Permitted patients to self request using MyChart (MyScripps). EMR storyboard with visibility for every patient to show FA status. Standard work for MPAP team. Potential to generate automated reports for renewal season.

System-wide education and coordination of rollout for 32 clinics, 5 hospital campuses, and ambulatory pharmacies.

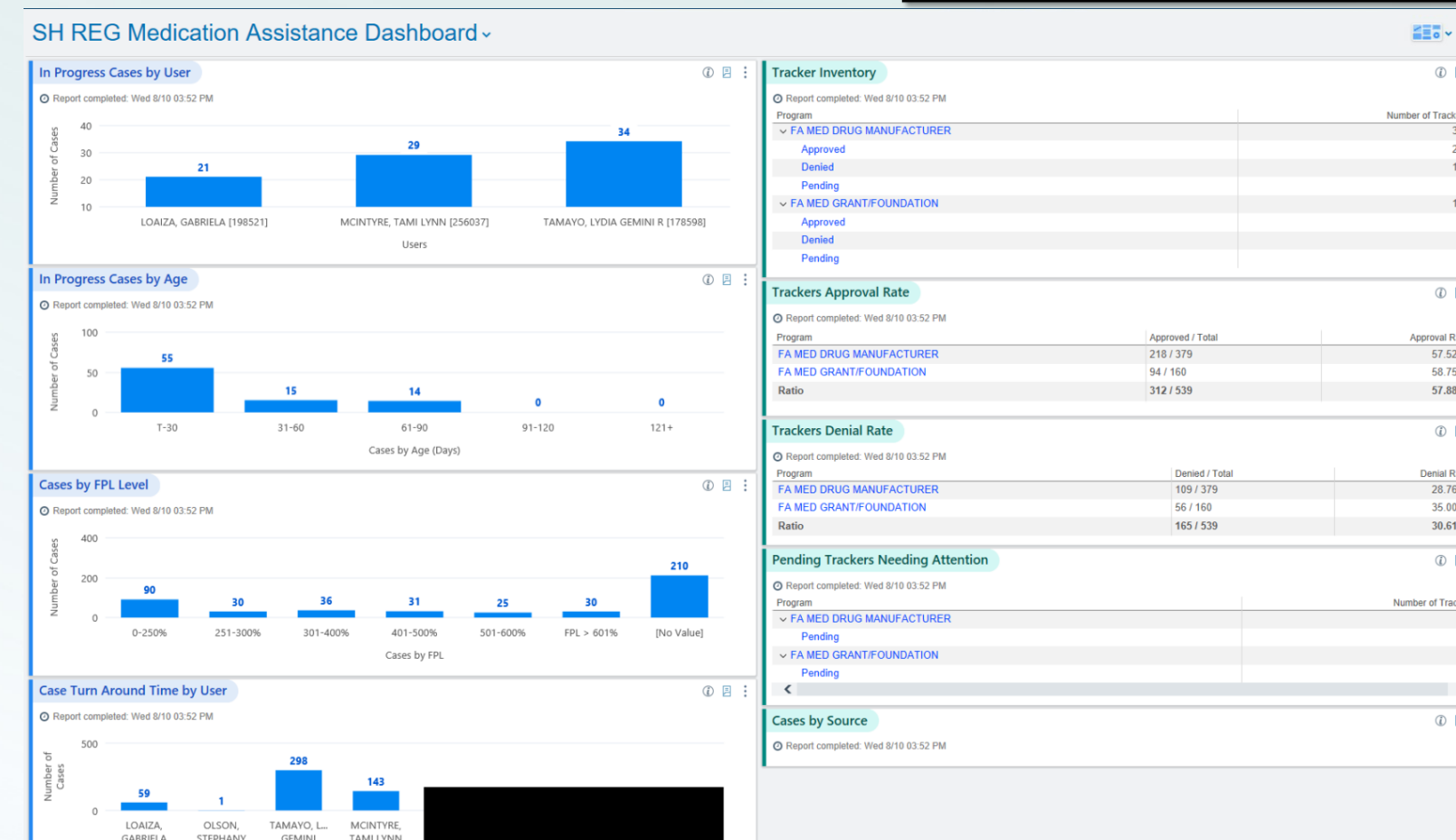
RESULTS

Scope of Scripps MPAP Team:

- Pharmacy benefit medications (self-administered)
 - Filled at our retail & closed-door specialty pharmacies.
 - Filled at any outside pharmacy if prescribed by a Scripps provider.
 - Discharge/transition medications for patients leaving hospital stay at Scripps.
- Medical benefit medications (infusions/clinic-administered)
 - Given at a clinic office, clinic infusion center, or HBOI center owned by Scripps.



MEDICATION PATIENT FINANCIAL ASSISTANCE PROGRAM
The Medication Patient Financial Assistance Program serves patients that may be uninsured, under-insured as well as those that have insurance. Staff members search out funding sources from grants and manufacturers for high dollar medications so that patients do not have to make a choice between their physical health and financial health. The purpose is to make medications available to patients that would otherwise be unaffordable. This includes indigent patients or those without insurance. Increasingly the program is seeing Medicare seniors on a fixed income who are unable to afford their share-of-cost and may abandon therapy due to financial constraints.
In Fiscal Year 2022, Scripps served 1,801 patients through this program and funded four full-time employees dedicated to identifying and enrolling patients in free drug or reduced out-of-pocket drug costs for needy individuals throughout San Diego County. Scripps' decision to add this patient dedicated resource was in direct response to seeing patients unable to afford their self-administered medications. Those without insurance are often unable to afford the "cash pay" price of medications and they will sometimes go without these therapies. Equally impacted are those who have insurance but find their co-pay (share of cost) is still beyond their means and at times they need to make decisions between affording their medications or affording food/rent/utilities.
Within the Disproportionate Share Mercy San Diego Hospital there are many low income and indigent patients who are started on new medications within the hospital. It is vital that these life-sustaining medications are continued after discharge. However, cost is an absolute barrier for these patients. The essential patient service of the Medication Patient Financial Assistance Program is free of charge and provided regardless of where the medications are dispensed from in the community.

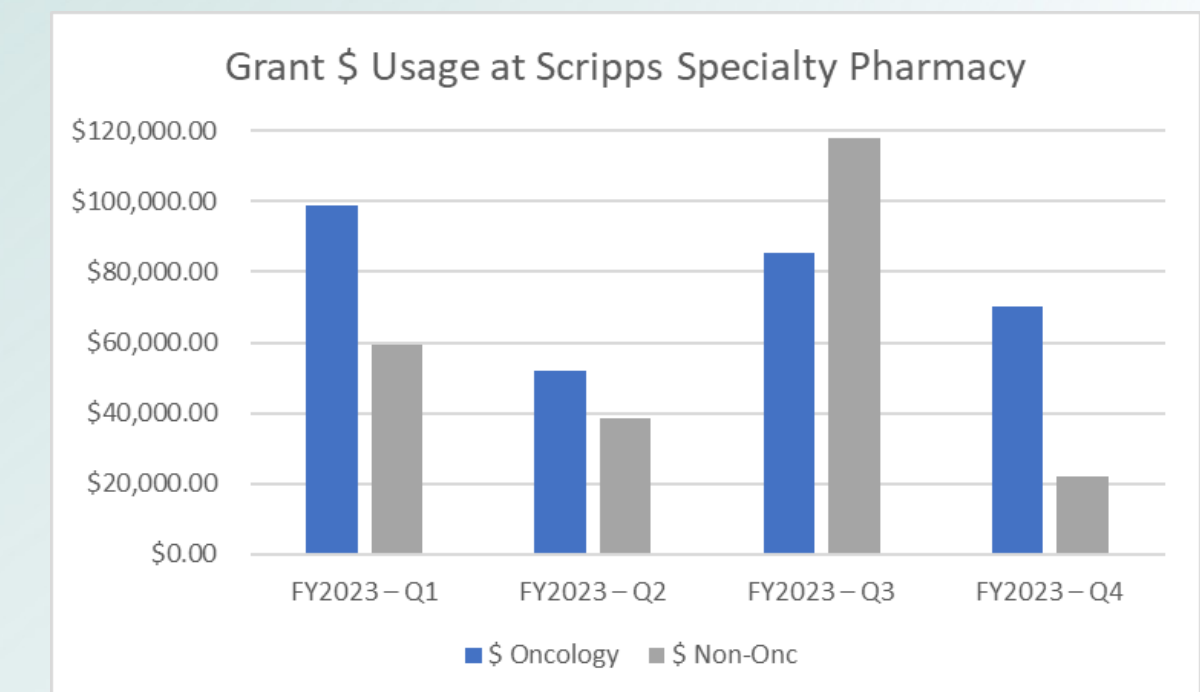


Metric	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
# Processed	239	213	160	362	268	220	199	228	198	205	240	173	2,705
\$ Free Drug/Co-Pay	\$4,531,614	\$3,479,722	\$3,317,496	\$15,615,964	\$9,542,305	\$6,087,152	\$6,117,275	\$4,273,691	\$4,596,278	\$2,457,226	\$4,536,586	\$2,808,844	\$67,364,152
\$ Grants	\$272,300	\$271,525	\$192,600	\$853,111	\$389,700	\$191,200	\$225,700	\$240,946	\$317,000	\$245,774	\$353,445	\$244,200	\$3,797,501

RESULTS

MPAP was shown to be sustainably self-funding, in addition to the patient/community benefit, and system-wide KPI success.

(SPC) Scripps Specialty Rx	FY2023 – Q1	FY2023 – Q2	FY2023 – Q3	FY2023 – Q4	FY2023 - Total
SPC \$ Oncology Used PAP/FA	\$98,784.76	\$52,116.26	\$85,344.15	\$70,053.17	\$306,298.34
SPC \$ Non-Onc Used PAP/FA	\$59,450.92	\$38,463.24	\$118,066.46	\$22,160.56	\$238,141.18
SPC \$ Total	\$158,235.68	\$90,579.50	\$203,410.61	\$92,213.73	\$544,439.52



CONCLUSIONS

The launch of a centralized MPAP team & EMR module was highly successful for Scripps Health. In FY2023, four dedicated FTEs were able to process 2,705 MPAP cases with a theoretical maximum value of tens of millions of dollars. The actual capture for FY2023 at Scripps closed-door specialty pharmacy exceeded \$500K, of which more than \$300K was oncology medication. This demonstrates the 4 FTE are self-sustaining and provide essential services to patients who otherwise would face financial barriers to vital medications.

ACKNOWLEDGEMENTS

Our gratitude to Scripps Health for supporting this project with special thanks to Ambulatory Pharmacy, Scripps Information Technology, Revenue Cycle & Project Management. This also would not have been possible without the partnership of Epic in both development and implementation. Most importantly is our thanks to the tireless dedication of our 4 Technician Specialists and to the patients they serve who entrust us with their healthcare.