

FEWER WORRIES. SUPERIOR SERVICE. IMPROVED OUTCOMES.



PrecisionRx Specialty Solutions offers a robust support program to help people taking specialty medications achieve the best possible results from their treatments.

Following a prescribed course of treatment is not always easy, especially for people with chronic medical conditions. Research shows that patients who are more involved with their care tend to get better results.¹ PrecisionRx Specialty Solutions collaborates with the prescribing physician, pharmacist and patient to more effectively manage the patient's medication and condition. Our program includes:

- Providing educational support to help participants understand what to expect from their treatment.
- Developing short-term and long-term goals for managing medications and side effects.
- Administration supplies like needles, syringes, etc., with many medications at no additional cost.
- Developing a baseline clinical picture and tracking the progress of treatment through scheduled telephonic assessments with a registered nurse.
- Access to medication assistance programs that help

ensure certain vital medications are available to those individuals in need.

Delivering a superior customer experience is a primary focus for PrecisionRx Specialty Solutions.

What does that mean? We think it means what matters to our customers most: focusing on what participants are trying to achieve. With PrecisionRx Specialty Solutions, participants can look forward to:

- One-on-one service and support from a personal care coordinator.
- Answers to questions like what to expect from treatment, drug interactions or side effects.
- Working closely with the PrecisionRx Specialty Solutions team to help coordinate patient-physician follow-up.
- Proactive calls designed to schedule timely refills, educate and monitor drug regimens and encourage therapy adherence.
- Convenient customer service hours to help with benefit inquiries, claim information and prescription order refills.



PrecisionRx
SPECIALTY SOLUTIONS



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Approximately 31 percent of patients fail to report medication side effects to their physicians.²

PrecisionRx Specialty Solutions takes participants questions seriously. By providing participants a better understanding of treatment and therapy, PrecisionRx Specialty Solutions helps to effectively manage drug-related side effects reducing non-compliance, discontinuation of therapy and therefore risk of harm to the participant.

A study by the Massachusetts College of Pharmacy and Allied Health Sciences found that 88 percent of medicine errors involved the wrong drug or the wrong dose. Through programs like Medication Management and Dosing Management, PrecisionRx Specialty Solutions helps ensure that

specialty medications are effective for use and taken as prescribed. PrecisionRx Specialty Solutions helps promote quality, safety and clinical effectiveness for many key chronic medical conditions including but not limited to:

- Cancer
- Gauchers
- Growth Hormone
- Hemophilia
- Hepatitis C
- HIV/AIDS
- Infertility
- Multiple Sclerosis
- Psoriasis
- Rheumatoid Arthritis
- Respiratory Syncytial Virus (RSV)
- Transplant

Ordering specialty medications through PrecisionRx Specialty Solutions is designed to be quick, easy and convenient.

- Call 1-800-870-6419 to verify patient and provider information. Care coordinators are available to take calls Monday through Friday, from 8 a.m. to 9 p.m. Eastern Time.
- Or, have your doctor fax your prescription(s) and a copy of your insurance card to 1-800-824-2642.

Research shows that patients who are more involved with their care tend to get better results.¹

If you have any questions about the PrecisionRx Specialty Solutions program, please call us at (800) 870-6419 Monday through Friday, from 8 a.m. to 9 p.m. Eastern Time. For speech and hearing impaired assistance (TDD/TTY), please call (800) 221-6915, Monday through Friday, 8:30 a.m. to 5 p.m. Eastern Time.



¹ Source: 20 Tips to Help Prevent Medical Errors. Patient Fact Sheet. AHRQ Publication No. 00-PO38, February 2000.

² Sources: MediMedia USA, Inc. Communication Between Primary-Care Physicians: Patients Can Reduce Medication-Related Problems, 2005