

Right Start™ Specialty

Focused Specialty Management

Right drug, right patient, right time. While this may be an old concept, our Right Start Specialty program propels this concept into a new dimension to help your plan manage specialty medication utilization. Right Start empowers patients to make decisions and provides them with the tools and resources they need to navigate treatment options.

Immediate Communication Our unique approach delivers adherence, side effect and therapy expectation education by a clinical pharmacist or nurse when patients are most engaged and ready to act.

Appropriate Dosing The importance of appropriate dosing is essential for the safe and effective use of specialty medications. Patients are reminded about the right time and dose for their therapy. Right Start provides a double check to verify the accuracy of the prescription and treatment.

Adherence The most expensive therapy is one that is; 1) not necessary, 2) inappropriate, or 3) started but not finished. The Right Start team works with the patient to determine if they are ready to start **and** complete therapy, prepared for side effects, know who to contact with questions and when to seek additional care.

Expectation Management Our clinical team helps each patient set expectations for discomfort, fatigue, side effects and other symptoms of their chronic disease. Right Start patients are educated from the beginning so they understand what successful treatment will feel like during and post treatment.

Prevent Waste Our Right Start Specialty patients are more compliant with therapy. We not only prevent medication waste and save money but keep treatment options open by completing therapies that may be lost because of non-compliance.



Professional Support

Patients are bound to have questions as they navigate through the healthcare system. Our staff of nurse case managers, pharmacists and social workers are here to answer their questions and provide professional and thorough information and support.



Individualized Treatment Plans

We understand each member is unique. Working in collaboration with the patient and their provider, our team of clinical pharmacists, social workers and nurses, develop an individualized treatment plan for each patient. Each plan begins with a detailed discussion with the patient to understand the prescribed therapy, potential side effects, and expectations of treatment.



Empower with Education

After working with our team, your participants will feel empowered by their knowledge and able to talk comfortably with healthcare professionals to make informed decisions about their healthcare and treatment options.

Specialty Drug Trend: Time to Take Control

Specialty medications are projected to account for 50% of total pharmacy spend by 2018. Industry analysts expect this trend to translate into a \$100 PMPY increase.

The FDA approved 22 new specialty medication in 2012, some costing tens of thousands of dollars per month.

SOURCE: PHARMACY BENEFIT MANAGEMENT INSTITUTE, 2014 SPECIALTY DRUG BENEFIT REPORT



Our Right Start clinicians make sure your healthcare dollars are being used wisely by ensuring
The **Right Drug** to the **Right Patient** at the **Right Time**.

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