

CHCF CHIP Summary

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CHIP Title: Overcoming Financial Barriers to Medication Access with Drug Manufacturer Copay Coupon Programs

Project Description:

Remove barriers to medication access, improve a patient's therapeutic outcomes by preventing under treatment, and increase overall patient care affordability by implementing KP approved drug manufacturer copay coupons electronic claims processing at KP National Specialty Pharmacy (KPNSP).

Key Findings and Lessons Learned:

- COVID-19 and states of emergencies have further heightened our awareness to and hastened our response time to address disparities in health equity. Treatment unaffordability contributes to health inequity. Through KPNSP's partnership with KP National Pharmacy Rx Benefits leadership in the implementation of this project, our goal is to bridge this affordability gap.
- I started this project in late 2019 and as of Q 1 2022, KPNSP has implemented an electronic claims process with 60% of all possible drug manufacturer (vendor) copay coupon programs. We are currently in the process of acquiring approvals with the newly developed "KP MFA Steering Committee" for and the building of electronic claims processing with our remaining vendors.
- My CHIP aligned with Kaiser Permanente Pharmacy's program-wide initiative.
- Early identification of the possible barriers (regulatory compliance, systems enhancements and data security, audits, vendor contract terms, etc.) and ongoing collaboration with subject matter experts (SME) from within KP Pharmacy's multidisciplinary teams assisted with overcoming each barrier and led to this project achievement.
- Key metrics which demonstrate successful implementation of this project include
 - Patient care outcomes:
 - Increased patient medication adherence (PDC)
 - Increase in patient satisfaction (JD Powers) score
 - KP operational outcomes:
 - Increased pharmacy efficiency – reduction in total FTE resources hours utilized to process MFA copay card coupons
 - Increase Rx revenue recapture rate

Next Steps:

- KPNSP was a pilot site. With the learnings gleaned from the pilot phase, KP National Pharmacy, as of 1/1/2022, has replicated and disseminated this program across 500+ KP retail pharmacies program wide.
- As the number of KPNSP inventoried specialty pharmaceuticals increase, we will leverage collaboration with KP Pharmacy MFA Steering Committee to acquire approvals and enhancement of pharmacy systems/software to further expand of electronic claims processing for up to 90-95% of approved drug copay card programs.