

PrecisionRx Specialty Solutions

Frequently Asked Questions

PrecisionRx Specialty Solutions is a great, new way for affected plan participants to get their high-priced specialty drugs refilled for less in a fast, safe and convenient way. It's also a program that meets the individual needs of each plan participant currently taking specialty medication.

Personal Guidance

A care coordinator and a team of nurses and pharmacists help plan participants manage their health better and perhaps safer. CoreSource and PrecisionRx Specialty Solutions provide this valuable program without added cost. To learn more, or confirm a few things about PrecisionRx Specialty Solutions, check out these Frequently Asked Questions:

How will patient care coordination be handled?

Each participant will be assigned a dedicated PrecisionRx personal care coordinator. That person:

- Serves as the patient's gateway to PrecisionRx Specialty Solutions' staff of clinical pharmacists, nurses and billing specialists
- Calls the patient before a refill is due
- Tracks Prior Authorizations and Pre-certifications and helps initiate new authorizations when due
- Schedules clinical nurse assessments based on the patient's medication or disease state

How do plan participants order their specialty drugs?

Physician offices simply need to fax the patient's prescription(s) and a copy of their ID card to 800.824.2642 or call (800) 870 6419 to start the process. Orders can be placed Monday through Friday, 8 a.m. to 9 p.m. Eastern time.

The fax form and other information is available on the web:

- www.precisionrxspecialtysolutions.com
- Click on "Members"
- Click on "Specialty Solutions"

How are medications received?

Prescriptions are processed by date determined by the patient or physician. The date medication is needed should be included in the initial request.

Packages are shipped directly to the physician's office or to the patient's home, depending on the physician's request. Sensitive medications are shipped in temperature-moderating, tamper-evident containers. PrecisionRx Specialty Solutions will also coordinate overnight shipping to any location within the continental United States.

What happens if specialty drugs are lost or delayed during shipping?

Any delay in shipment is communicated to the physician or patient as soon as it's identified. A new "need by" date is set if necessary between the patient care coordinator and the physician or patient. Orders are shipped via UPS and can be tracked to monitor shipment status.

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How does PrecisionRx Specialty Solutions compare with other vendors who offer specialty prescription products?

Comparisons were performed against CareMark, Curascript and Aetna, and in all cases the specialty formulary for PrecisionRx was significantly larger and more comprehensive. PrecisionRx delivers a deeper aggregate discount off of the Average Wholesale Price (AWP) that will result in greater savings for clients.

How is the transition to PrecisionRx Specialty Solutions planned and managed for groups with plan participants already on specialty drugs?

First, affected plan participants are identified. Then, if PrecisionRx, CoreSource, the attending physician and the plan participant all agree that a change is worthwhile, the transition to PrecisionRx Specialty Solutions begins. The key point to remember is that quality and continuity of care are the most important aspect in dealing with these situations.

How do we introduce PrecisionRx Specialty Solutions to hospital clients?

Since in-house pharmacies are often revenue sources for hospital operations, this program should simply be viewed as “another PPO” to work with. Should the hospital refuse participation, negotiations with the patient, physician and others will take place to garner reasonable pricing for specialty medication.

Is this program automatically part of the CoreSource Edge package of services?

Clients either “opt in” or “opt out” of this service since it does involve the plan document and PSA amendments. However, since the benefits can be so great and since there are no risk or fees unless specialty drugs are administered, “opting in” for this service is usually prudent.

What happens if a specialty drug is investigational or experimental and client benefits don't cover those circumstances?

PrecisionRx Specialty Solutions will not deny therapy. CoreSource has informed PrecisionRx Specialty Solutions that drugs identified as experimental or investigational are generally not covered by a typical CoreSource plan. CoreSource will abide by PrecisionRx Specialty Solutions own listing of experimental or investigational drugs. In such cases, alternative therapies will be considered, evaluated and discussed with the patient, the prescribing physician, CoreSource Healthcare Management and PrecisionRx Specialty Solutions.

Are new drug treatments safe and effective?

PrecisionRx Specialty Solutions offer patient care coordination to promote quality, safety and effectiveness of specialty medications.