

CASE STUDY

# Accelerated Speed to Therapy through Advanced Gateway

How Advanced Gateway increases patient uptake, drives visibility and improves outcomes.



# Experience the advanced way to initiate specialty therapies.

Powered by AssistRx’s interoperable technology, Advanced Gateway serves as a single API entry point for many of our most impactful Advanced eServices, including Advanced Benefit Verification (ABV), eMedical Benefit Verification (eMedBV) and Advanced Prior Authorization (APA).

Through one API, healthcare providers (HCPs), pharmacists, patient support team members and even patients gain access to the information they need within their workflow. Advanced Gateway integrates our modular tech-first products and our AssistRx Patient Solutions team, so we can offer a solution that utilizes off-ramp talent only when human intervention is needed.

## EXPERIENCE 1

### Advanced Benefit Verification

Leveraging our proprietary network that connects to major payers/PBMs and other data sources, ABV uses just 5 patient identifiers (e.g., first name, last name, date of birth, gender, zip code) to provide immediate and comprehensive patient coverage results for all pharmacy benefit therapies in seconds.

Returns include PBM name and plan type; BIN and PCN; member and group IDs; effective/term dates; drug coverage status; PA and restriction information; estimated patient cost; formulary tier; and other details.

## EXPERIENCE 2

### eMedical Benefit Verification

Using the same five patient identifiers as ABV, as well as provider NPI, and payer and member IDs, eMedBV pulls comprehensive, J-code specific medical benefit details in seconds.

Returns include payer/plan name and type; group ID; effective/term dates; deductible and OOP maximum information; product coverage status; copay/coinsurance for product and administration; PA required Y/N for product and administration; and provider network status.

## EXPERIENCE 3

### Advanced Prior Authorization

An intuitive automated solution for submitting PAs in near real time, APA improves processing time from days to minutes, depending on payer capabilities.

Covering more than 80% of payer-covered lives between ePA and digitized forms, APA returns the appropriate PA form based on a combination of the product and patient’s plan. Patient and HCP data is prepopulated and only relevant questions and answer options are presented.



## Challenge

- Life sciences organization manufacturing a diabetes drug challenged with therapy access delays due to a manual BV process.
- Average BV TAT was seven hours.

## Solution

- AssistRx automated BV efforts with ABV.
- With ABV, HCPs and patients gained price transparency, informed decision making and improved adherence.

## Results

**82%** During the first month, ABV returned coverage status for **82%** of the 10k+ requests.

**15 sec** BV TAT was reduced to **15** seconds, and over 30% of requests were fully automated.

## Challenge

- Life sciences organization manufacturing 4 cardiology therapies challenged with long enrollment TATs.
- Medical benefit therapies required the perfect balance of a tech- and talent-enabled solution.

## Solution

- AssistRx automated BV efforts with eMedBV.
- The program also leveraged talent when BVs could not be fully completed electronically.

## Results

**5 min** All therapy initiation steps completed in under **5** minutes.

**50%** Speed to therapy improved by **50%**.

## Challenge

- Life sciences organization manufacturing a dermatology drug challenged with high volumes and heavy PA populations.
- PA approval rate was 20% with the previous vendor.

## Solution

- AssistRx implemented APA to improve PA approval rates and streamline the process.
- AssistRx also integrated a proactive Letter of Exception into the PA workflow.

## Results

**100%** In year one, PA approval rates increased by **100%**.

**250%** By year two, PA approval rates increased by **250%** as HCPs became more familiar with electronic methods.

## Value of Advanced Gateway

- Get stakeholders the info they need in **real time**, in **one place**, under your brand.
- Drive efficiencies with **automated tech** and **tech-enabled talent** intervention if needed.
- Get comprehensive program insights through **one integration** from **one partner**.
- Reduce implementation TAT **from months to weeks** , and rapidly meet demand through scalable tech-powered solutions.



**Informed access. Improved outcomes.**

AssistRx has engineered the perfect blend of tech + talent to provide an advanced therapy initiation and patient support solution to improve patient uptake, visibility and outcomes. Our solution integrates technology and therapy expertise to advance patient therapy in a more efficient and effective manner—delivering informed touchpoints that simplify a complex system to enable better results for today's patients.



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