

BUSINESS SOLUTION

# AssistRx Patient Solutions

# Initiate and support specialty therapies with AssistRx Patient Solutions

Only AssistRx Patient Solutions has engineered the perfect blend of tech + talent to deliver advanced therapy initiation and patient support solutions to increase uptake, drive better outcomes and power program performance.

## Intentional tech + talent-driven patient and healthcare provider support solutions include:

### Tech + Talent-enabled Therapy Access and Support

Our perfectly balanced therapy initiation and support solutions meet patients and healthcare providers (HCPs) in their lifeflows and workflows to best serve their unique needs. This improves patient access to therapy and critical support services.

### Tailored Education, Engagement and Adherence

We take a stratified approach to providing program services tailored to the unique needs and preferences of patients and HCPs. Our combination of targeted touchpoints and therapy expertise improves patient outcomes and drives differentiated experiences.

### Comprehensive Therapy Insights and Analytics

Optimize program performance through comprehensive patient journey insights and analytics, as well as therapy expertise. Our interoperable technology delivers a 360-degree view of the patient journey, facilitating informed decision making to continuously improve program health.

## Access and clinical teams create tailored programs to drive the experiences and outcomes your patients deserve:

### Access

- Med Info Hotline
- Enrollment/Intake
- Benefit Verifications
- Prior Authorizations
- Claims Denials/Appeals
- Billing and Coding Support
- Continuity of Care Documents
- Field Reimbursement Team
- REMS Support
- Clinical Trial Transition

### Affordability

- End-to-End Copay
- End-to-End PAP
- Reverification/Reauthorization
- Copay Accumulator/Maximizer Mitigation
- Alternative Coverage Research
- Charitable Foundation Research
- Local Support Research/Referral
- Travel Reimbursement Portal
- On-Staff Social Worker

### Adherence

- Welcome Calls
- Patient/HCP Product Education\*
- Patient/HCP Admin Training\*
- First Dose Observation\*
- Med Refill Reminders
- Lab/Appointment Reminders
- Tailored Adherence Outreach\*
- AE/PC Reporting

\* Can be facilitated virtually or onsite

## What patients and HCPs are saying

“Thank you for your help and for taking the time to explain everything to me. Everyone is so nice when I call. You guys are doing a great job!”

- Patient

“Had to tell you how easy, simple and seamless it's been working with Patient Solutions! What a huge difference from the competition!”

- HCP

# Improve access and adherence with free drug dispense from ARx Patient Solutions Pharmacy

AssistRx designs and implements free drug dispense services from our state-of-the-art, non-commercial specialty pharmacy to increase patient uptake, drive better outcomes and power program performance.

### Pharmacy Programs

- Starter/Quick Start
- Bridge/Interim Care
- Patient Assistance Programs
- Hardship Programs
- Free Trial
- Voucher/eVoucher
- Replacement
- Clinical Trial
- Ancillary Materials

### Pharmacy Services

- Pharmacist Counseling/Education
- Supplemental Education Materials
- Drug Utilization Reviews
- Titration/Loading Dose Support
- Titration/Blister Packaging
- Refill/Appointment Reminders
- Outbound Scheduling
- Site-of-Care Coordination



**Informed access. Improved outcomes.**



**About AssistRx**

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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