



# Assessing & Overcoming Barriers to Real-time Benefit Check Adoption in the Real World

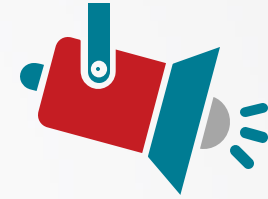
# Discussion Topics



**What is Real-Time-Benefit Check (RTBC)**



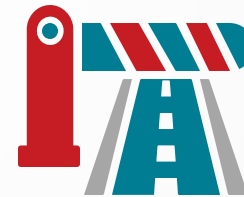
**Marketplace Perception of RTBC**



**Spotlight on Health Plan Support of RTBC**



**Provider Engagement Initiative**



**Barriers and Strategies to Overcome**

**Real-Time-Benefit Check = RTBC**

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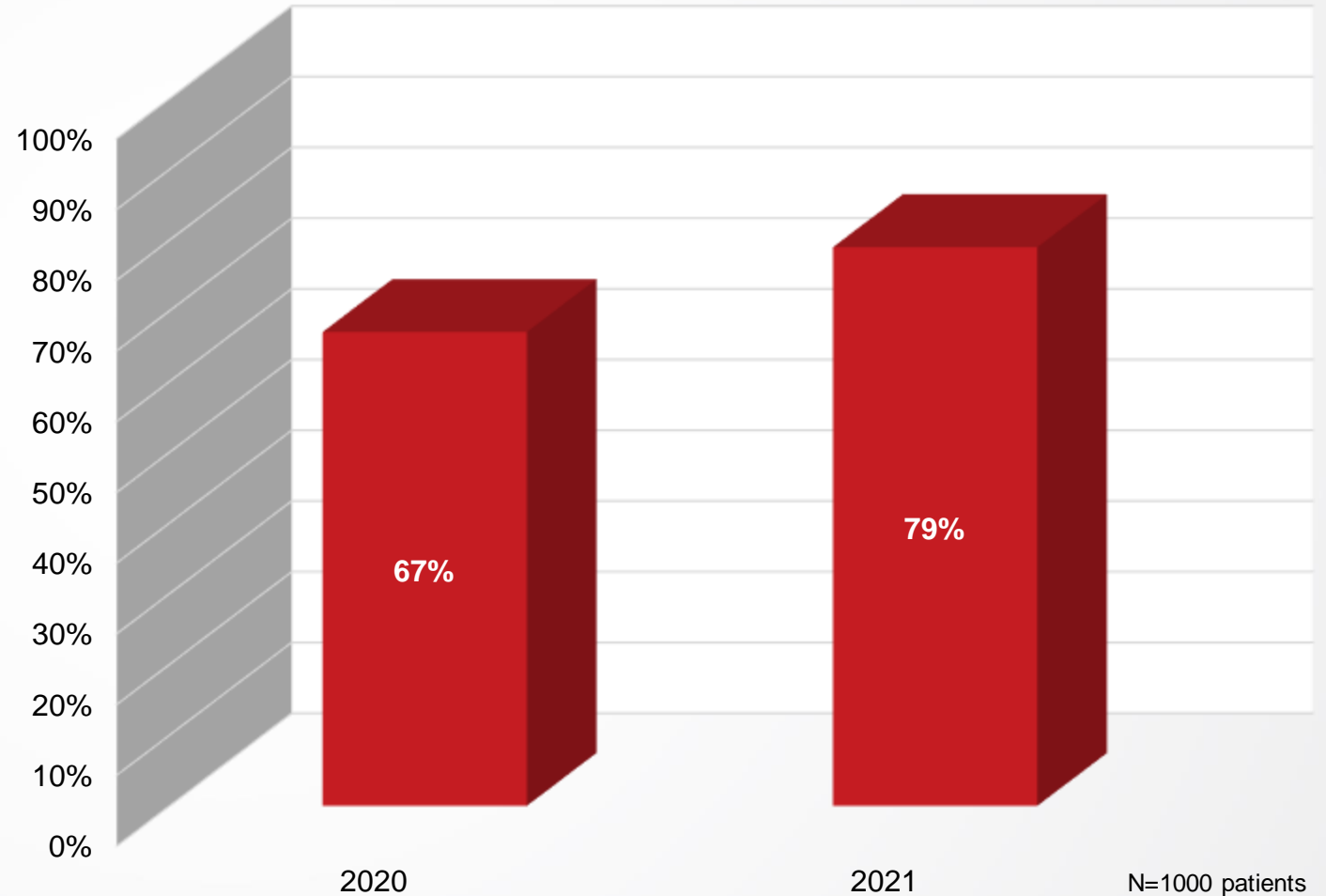
# RTBC IS IMPORTANT!



# Medication Affordability

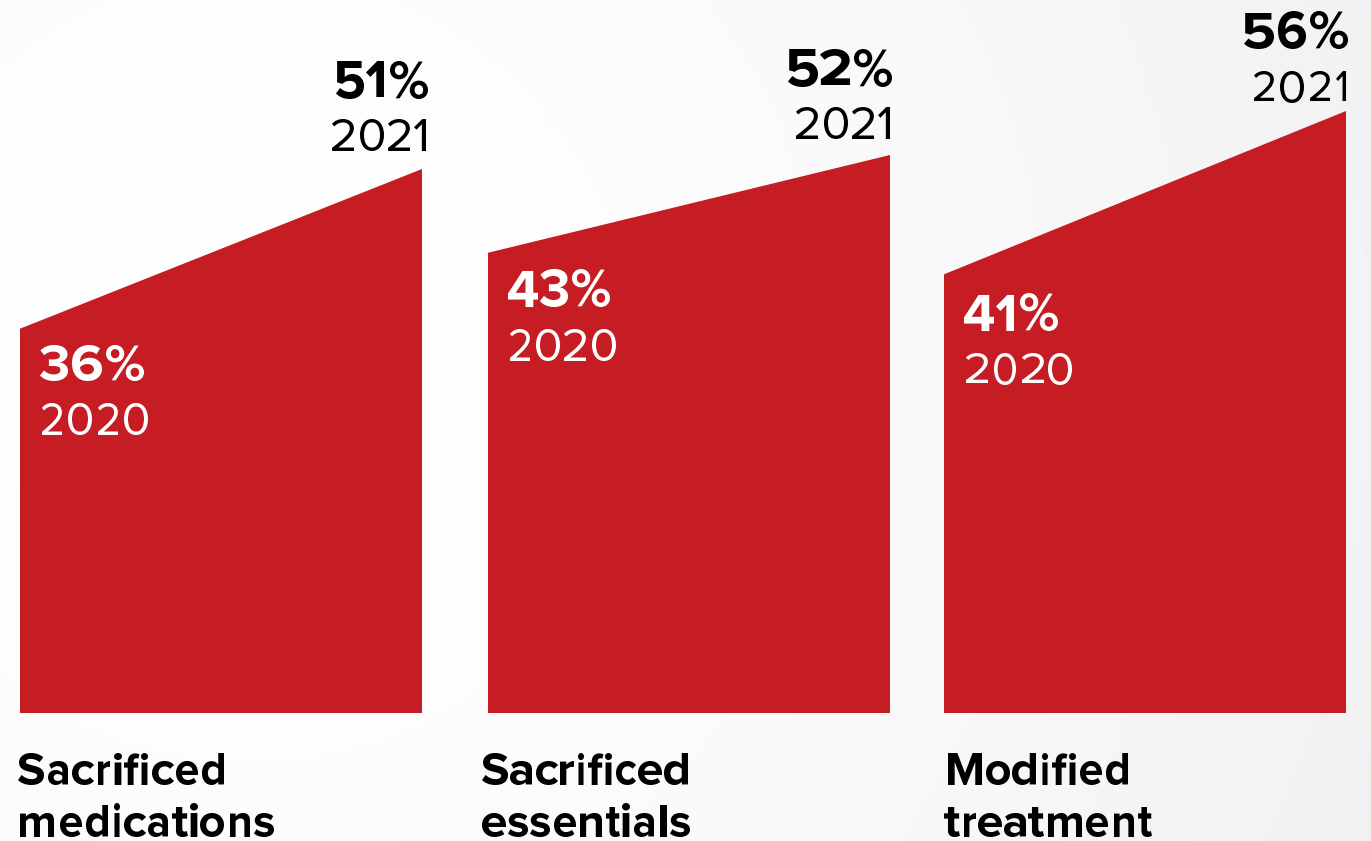
Nearly 80% of patients surveyed said they went to pick up their prescription and found out it cost more than they expected.

Percent of patients who have gone to pick up their prescription and found out it costs more than they expected



## Affordability Impact on Adherence

- In 2021, more patients made sacrifices related to their medications and essential items
- Many patients made difficult decisions that may have affected their health and safety

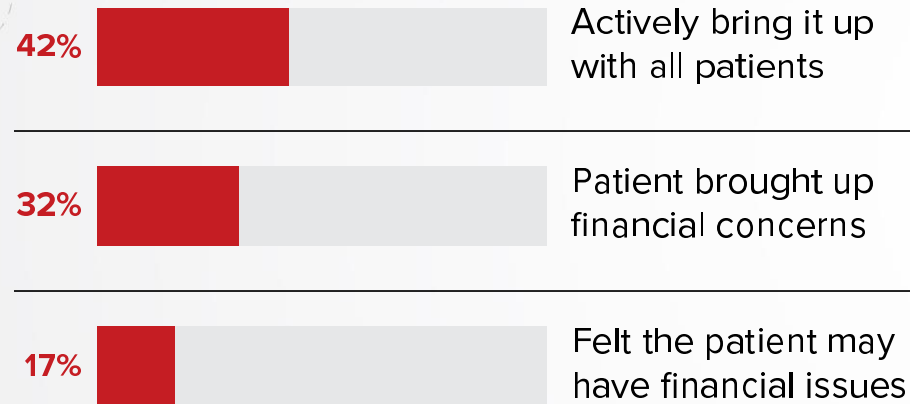


n = 1,000

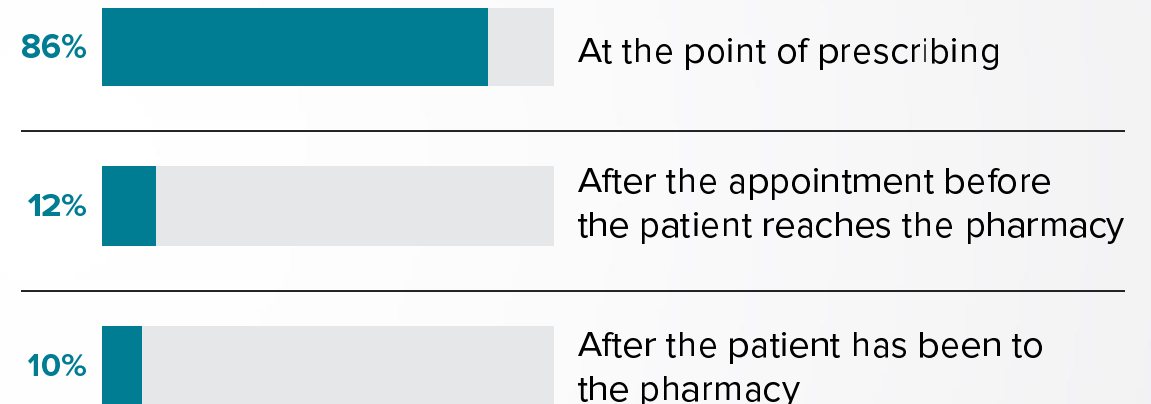
# RTBC Encourages Consideration of Medication Cost

Having real-time access to prescription benefit and cost information enables providers to make informed decisions about their prescription choice, including if their patient can afford it.

## Why providers bring up affordability with patients



## When providers discuss affordability with patients



n = 1,000 | respondents could select all that applied

**Most providers are willing to talk about medication affordability but not all bring it up with every patient**

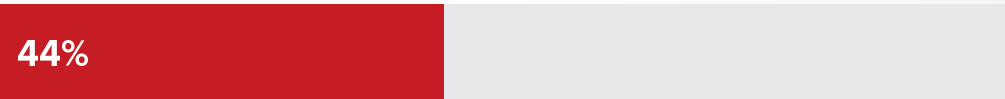
# Patients Are Looking for Help

Patients are seeking out financial assistance so that they can afford their medications.

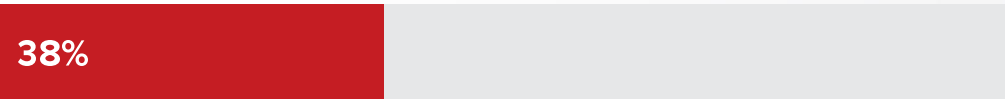
Talked to my provider about affordability options



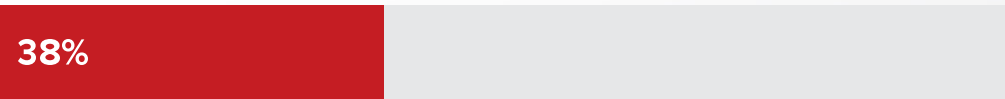
Talked to my pharmacist about affordability options



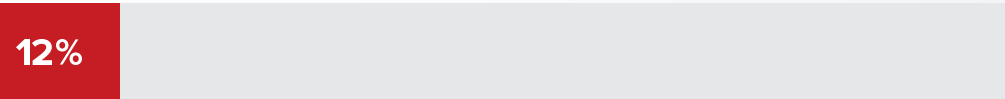
Used a cash discount card



Used a copay card/coupon from the biopharma company

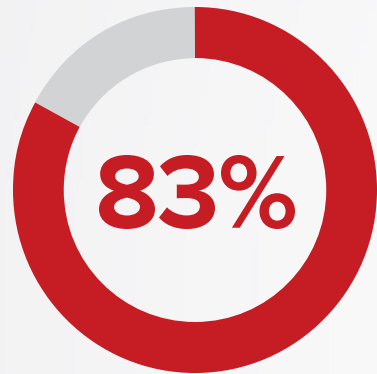


Enrolled in a patient assistance program

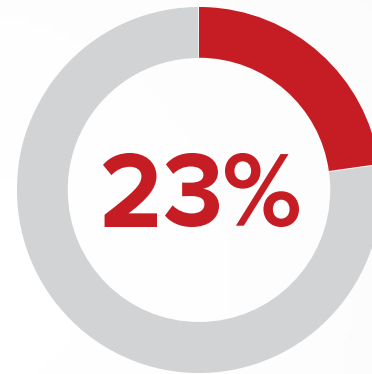


n = 1,000 Respondents could select multiple reasons

## Perceived Access to Coverage Info



of providers have access to medication-specific information within their EHR



of providers can surface medication cash price information within their EHR

# An Industry-Wide Challenge for Providers, Payers and Patients



## RTBC: Provider & Patient Point of View



Patient-provider trust is a crucial element that can compound the effects of existing medication access barriers, yet more than **40% of providers said they didn't have enough time to discuss medications with their patients.**

## Agreement Likert Scale

**In your experience, providers frequently engage with patients regarding prescription cost.**

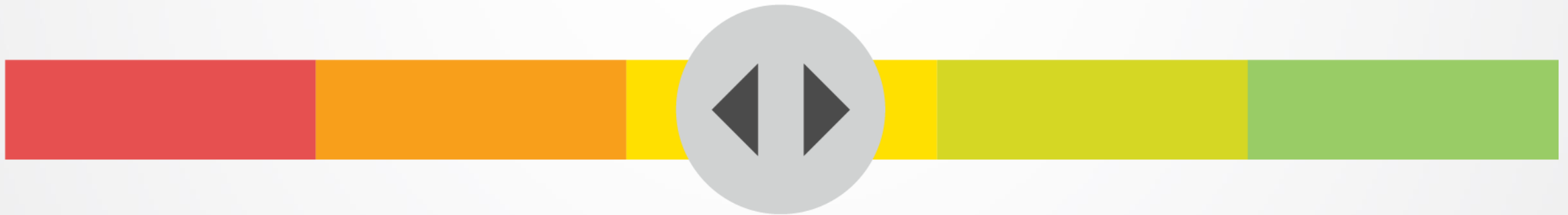
**Strongly Disagree**

**Disagree**

**Neutral**

**Agree**

**Strongly Agree**



## Formulary Data in the EHR – The Traditional Formulary & Benefit (F&B) File

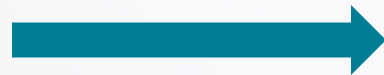
- Providers have not been enthusiastic about the F&B-based formulary data available in the EHR
- Information is at the plan level
  - Not group or patient-specific
- Quantity and quality of the data varies widely from one PBM to the next
- The data can be outdated
- Sometimes the data are incorrect



# Questions About Data Integrity Have Led to Mistrust of the Traditional F&B Data

Are there really no plan restrictions, or is that data simply missing?

The patient arrives at the pharmacy counter and learns that the drug has prior authorization



**Result: Frustrated providers turn off formulary validation or don't review formulary data while ePrescribing**

The screenshots show a medical software interface with a medication list and a 'Copay Information' pop-up window. The pop-up window is highlighted with a red border and contains the text: 'Retail, Tier: 1, MaxTier: 4, Max Copay: \$0.00, 30 Days Supply'.

Itx	AI	Fm	Rk	Drug	Form Strength	Sig	QS	Qt/DS	Urd	#Rfs	C	Sub?	Sep	Send	Pharmacy	QP	Status	Controlled
<input type="checkbox"/>			?	Medication 1	1mg Tablet	Take 1 tablet(s) by mouth at bec	<input type="checkbox"/>	30	tab	1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Print		<input type="checkbox"/>	Success	Yes
<input type="checkbox"/>			97	Medication 2	1mg Tablet	1 tab po qhs	<input type="checkbox"/>	30	tab	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Print		<input type="checkbox"/>	Success	Yes
<input type="checkbox"/>			?	Medication 3	0.05mg Tablet	Take 1 tablet(s) by mouth daily	<input type="checkbox"/>	30	tab	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	Not prescribe	
<input type="checkbox"/>			?	Medication 4	100mg Capsules	once a day	<input type="checkbox"/>	30	ca	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Elect	CVS/pharmacy #6822: 5:	<input type="checkbox"/>	Not prescribe	

# Traditional F&B Is Enhanced by RTBC

## Traditional F&B

Formulary Status

Coverage Alerts

Alternative Drugs

Distributed Database

Via Intermediary

Manual EHR update



## RTBC

Patient Specific

Member Cost

Channel Options

Real Time

Direct from PBM

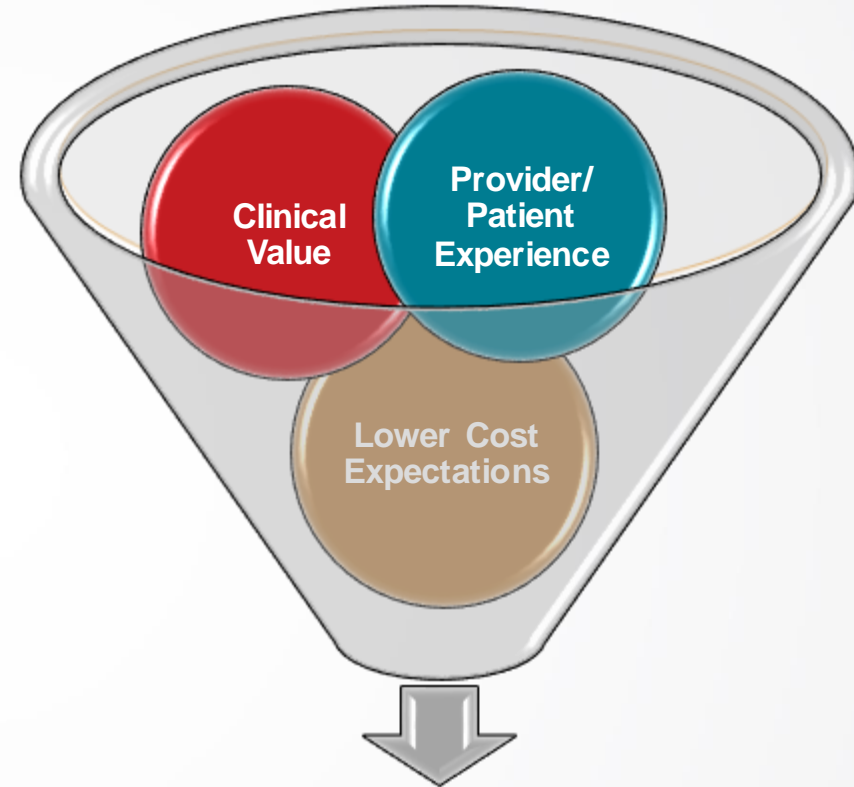
Automatic

*EHR vendors have made RTBC integration seamless.*

*Practices may not realize that RTBC information is in the EHR.*

## Why RTBC?

- Clinical value of e-prescribing workflow
- Provider satisfaction
- Patient/member experience
- Stakeholder expectations for lower costs
- Regulatory landscape



## Affordable Access to Care

*The promise and potential of 'interoperability'...*

## Observations to Date



**Provider Perceptions  
Are Hard to Change**



**Perception Is Often  
Focused on the Lowest  
Common Denominator**

Not Us!



**Some EHR Workflows Are  
Not Optimized for RTBC**



**Decision-making At  
Large Health Systems  
Moves Slowly**



**IT's "To Do" List Is  
Long**



**When Providers Are  
Bought-in They Love It**