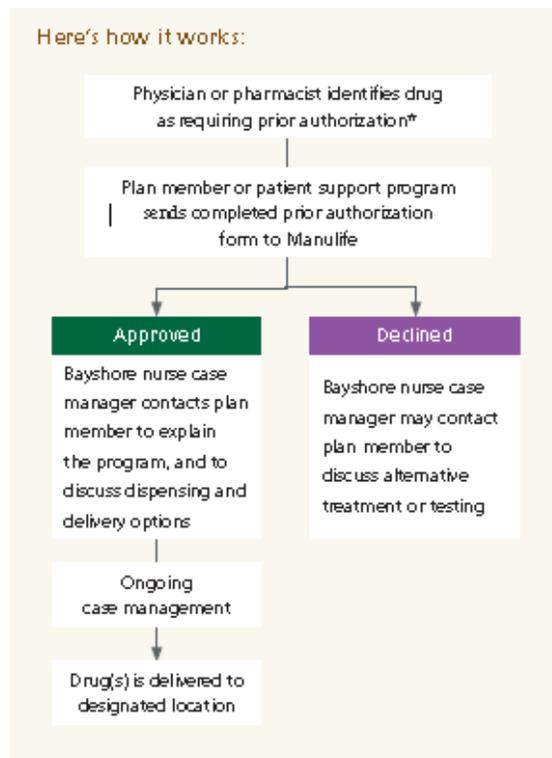


Specialty Drug Care – The Member Experience

Manulife’s Specialty Drug Care program, delivered in collaboration with Bayshore Healthcare Ltd., is designed to provide plan members with a personalized, seamless experience that contributes to improved health outcomes and savings.

Plan members benefit from:

- Extremely competitive pricing that can translate into significant savings on the portion of drug costs not covered by a plan
- Best in class nurse case management focused on disease education and management, adherence support, health coaching, community services, alternate funding source referrals and treatment coordination, plus telephone access to pharmacists 24/7
- An integrated process between Manulife and Bayshore that offers members a guided and reassuring journey from prescription, to approval, to drug delivery and care



*Prior authorization simply means that for a specific list of drugs Manulife will require some additional medical information before determining if the expense will be considered eligible.

Prior Authorization forms are easily accessed at [Manulife.ca/priorauthorization](https://www.manulife.ca/priorauthorization)

Member Feedback

Since launching Specialty Drug Care in October 2014, Bayshore has surveyed participants to gauge their experience with the program and care team. The feedback has been tremendously positive.

100% of plan members surveyed reported:

- A positive experience with the program
- A positive experience with the Bayshore nurse case manager

97% of plan members surveyed consider Specialty Drug Care to be a valuable benefit offered by their employer

“..very pleased with the Specialty Drug Care Program”

“The program was **amazing** and I would highly recommend to anyone in need of specialty services”

“..very happy with the help and the way I got treated!”



Case Studies

Now that the Specialty Drug Care program has been providing nurse case management services for nearly two years, Bayshore can share examples that demonstrate the benefits realized by plan members enrolled in the program.

Case 1 – Patient declined – did not meet criteria

Patient (13 years of age) declined Humira for Juvenile Idiopathic Arthritis (JIA) due to “No record of Corticosteroids - Biologic Response Modifiers tried.”

- During welcome call, the plan member (parent) was sure the patient had tried many drugs in the past
- Nurse case manager contacted patient’s local pharmacy with parent’s consent
- Pharmacy sent medication list to nurse case manager which included Prednisone
- Nurse case manager provided the drug list to Manulife prior authorization team, without needing to go back to the physician
- Manulife approved medication

Outcome: Nurse case manager assisted the patient to get approval clarified over two business days

Case 2 – Preparing for a doctor’s office visit

A patient was going to be starting a new treatment which could result in a lowered immune system. She had many questions about side effects as well as how the treatment was administered.

- Nurse case manager assisted in building a list of questions for her to ask the treating clinic to help answer her concerns
- This list was emailed to the patient, to take to her next doctor’s appointment

Outcome: Patient followed up with her doctor. She wrote to the case manager to express her gratitude for the support.



Case 3 – Assisted patient with new drug approval

Nurse case manager called the patient after their doctor visit and learned the doctor wanted to switch patient from Humira to Enbrel

- Case manager emailed back to the prior authorization team with an update for the medication switch in the same drug class and tier
- Prior authorization team approved within hours

Outcome: Patient started on the new medication without the delay of completing a new prior authorization form completed by a different (i.e., non-Bayshore) Patient Support Program (PSP)*.

*A PSP is a pharmaceutical manufacturer-sponsored program intended to assist patients with education, drug initiation and adherence, as well as financial support specific to the prescribed medication.

Case 4 – Assisted patient with Trillium* funding

Nurse case manager received prior authorization for an oncology patient who lives alone and has no family support and minimal financial support for drugs. The PSP had not offered the patient any financial assistance with co-payment.

- Nurse case manager helped the patient complete the application for the Trillium Drug Program
- With the patient's consent, the case manager contacted the PSP and advocated for the patient to receive coverage of her co-payment for the drug until Trillium had been processed and approved

Outcome: Financial assistance was provided by the PSP until Trillium coverage was in place.

*Trillium is a provincially-funded program in Ontario for people whose drug costs are high relative to their income.

