



Specialty Drug Care



Delivering savings and supporting healthier outcomes



Specialty drug claims represent about

1% OF THE TOTAL
DRUG CLAIMS,

but

24% OF THE TOTAL
DRUG SPEND.

This may grow to **30% by 2018**.*

Forecasts suggest that specialty drugs will continue to be one of the most significant cost drivers for drug benefit plans. Almost **60% of drugs** in the latter stages of development are specialty drugs.*

Plan members taking specialty drugs to treat their chronic conditions are leading very different lives than the previous generation. Specialty drugs can be life altering - delivering relief from pain and discomfort, or providing new treatment where no other existed before.



* ESC Drug Trend Report 2013

Introducing Specialty Drug Care

Manulife's Specialty Drug Care program is designed to provide plan sponsors a solution for specialty drug management aimed at delivering cost savings and improving health outcomes. Specialty Drug Care features a preferred pharmacy network, preferred pricing and case management services delivered by registered nurses with expertise in specialty drug patient care.

With a focus on the continuity of care and cost management, Manulife has partnered with Bayshore HealthCare Ltd., the largest private community healthcare provider in Canada, to deliver Specialty Drug Care. You may not recognize Bayshore's name, but you can take comfort in the fact that they have been operating in Canada for over 40 years, employ over 11,000 healthcare professionals nationwide and have specialty pharmacies in every province. Bayshore has a proven track record of providing quality community healthcare and specialty pharmacy services to Canadians.

What are specialty drugs?

Specialty drugs are high cost medications used to treat complex chronic and life threatening conditions. They may require special storage, handling and administration, and involve a significant degree of patient education, monitoring and management. Many of these drugs also require injection or infusion.

Due to the complexity associated with administration or managing side-effects, many of the drug manufacturers provide patient assistance programs to help individuals taking these drugs. The programs provide the necessary oversight for the drug, but the programs are drug specific not patient specific.

Some of the health conditions specialty drugs treat include:

- Rheumatoid arthritis
- Crohn's disease
- Multiple sclerosis (MS)
- Pulmonary arterial hypertension (PAH)
- Cancer
- Osteoporosis
- Hepatitis C



Case management is at the heart of our program

Specialty Drug Care delivers case management services that optimize the specialty drug usage, and provide extra support for your plan members. A designated case manager will engage your plan members to actively participate in the management of their health condition through validated techniques such as motivational interviewing, goal setting and coaching. Improving self management is vital to improving health outcomes.

The full range of specialty case management services may include the following:

- Disease and medication education
- Side-effect management
- Working with members to help ensure that they are taking the drugs as prescribed
- Coordinating efficacy testing and/or assessment to help ensure the drug therapy is working
- Encouraging use of lower cost alternatives where appropriate
- Facilitating discussions with physicians
- Prescription renewal reminders
- Initiating referrals to community based resources to support treatment (e.g. occupational therapist or physiotherapist)
- Delivering health coaching for exercise, diet smoking-cessation or stress, encouraging the plan member to take action and manage their own health risk factors and behaviour
- Locating alternative sources of funding such as provincial programs
- Integration with patient assistance programs
- Coordination of drug for infusion appointments or injection training

Each plan member is assigned a designated case manager that will support them through the program. The case manager is responsible for ensuring that the unique needs of the plan member are met. Specialty Drug Care case management services are specifically designed to complement the health care your plan members are currently receiving by filling gaps and ensuring continuity.

Specialty drug pharmacy services

Bayshore operates a national network of specialty drug pharmacies. This means that they understand how to handle specialty medications to avoid waste and have established the logistics required to ensure that they are delivered safely and to the right location on time. The Bayshore pharmacies specialize in meeting the specialty medication needs of Canadians coast-to-coast.

The full range of specialty pharmacy services include:

- Specialty medication management and expertise
- Drug delivery to homes, clinics or doctor's office
- 24/7 pharmacist hotline for consultation

- Expertise in cold chain drug management and shipping
- Expertise in managing infusions, injections and patient education
- Expertise in managing high touch oncology, rare disease and biologic medications

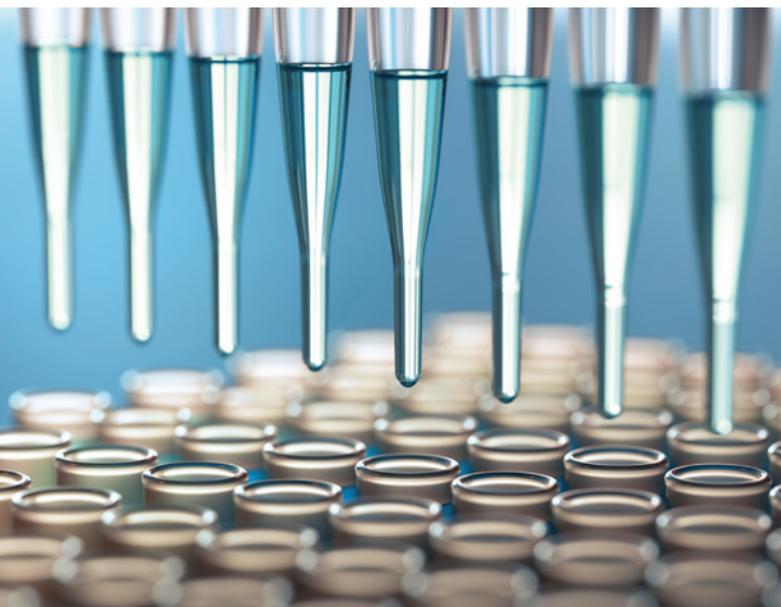
Through Bayshore's extensive healthcare network, plan members can receive infusions safely in their home, when appropriate, rather than at a clinic or doctor's office.

Preferred pricing

Specialty Drug Care can help offer savings to both plan sponsors and plan members through preferred pricing on specialty drugs. In addition to the savings generated by quality case management, Manulife negotiated a preferred dispensing fee, mark-up fee and mark-up fee cap.

Member choice for dispensing and delivery

Plan members can have their specialty medication shipped to their home, direct to an infusion clinic or doctor's office. They can also elect to have their drug dispensed by a Bayshore pharmacy, or dispensed by their preferred pharmacy, assuming their pharmacy agrees to the negotiated pricing and terms of the network.



There is no doubt that specialty drugs have transformed patient care, but they have also created a whole new paradigm, one where the **average claim cost has shifted from under \$50 to over \$1,200.*** At a time when specialty drugs represent only one per cent of claims, but 24 per cent of claim spend,* plan sponsors see the benefits of specialty drugs but are looking for solutions to help manage the future of these drugs within their plan.

* ESC Drug Trend Report 2013

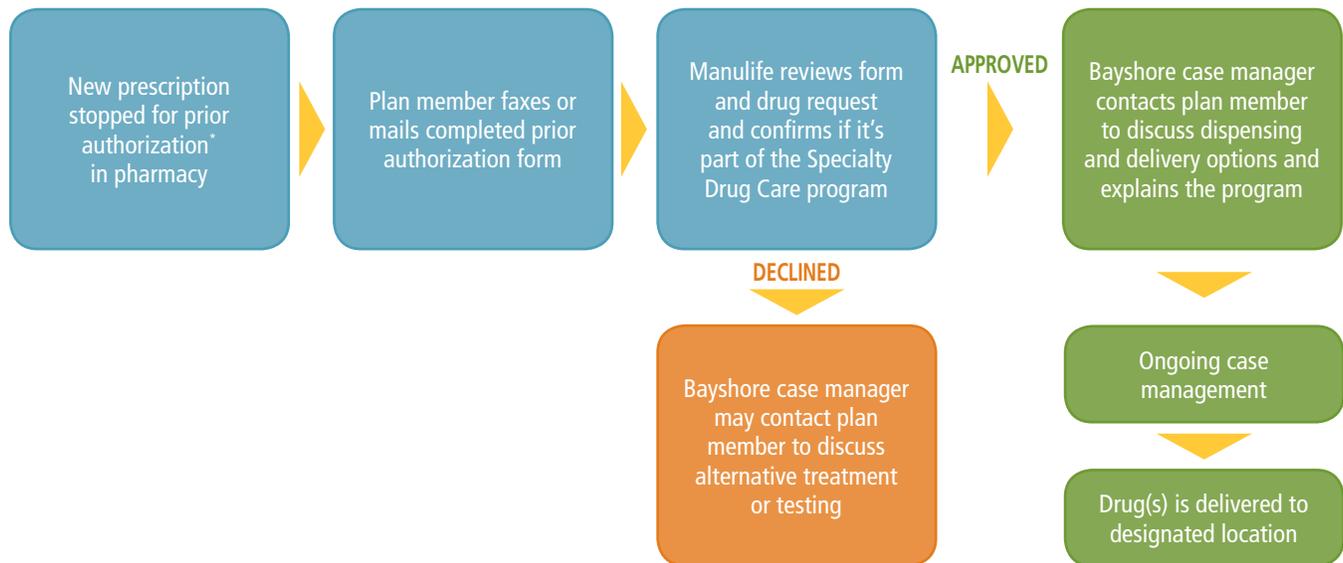
How does the program work? It's simple!

The Specialty Drug Care program will target patients with new prescriptions for a specialty drug. Plan members will be introduced to the network through our prior authorization program. A specialty drug case manager will reach out to the plan member.

Plan members already taking a specialty drug can call our **Specialty Drug Care toll free number** to learn more about the program and enroll.

Regardless of how a plan member joins the network, a designated case manager will explain the program, help the

The Specialty Drug Care program



Quebec

Regulations in Quebec currently prevent us from offering preferred pharmacy services. However, Specialty Drug Care case management for plan members in Quebec is an option available on a fee for service basis.

* 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.

member get access to their medication, and deliver case management support.

Easy to implement

You can choose to add Specialty Drug Care to your program.

Only available to plans with a drug card, there's absolutely no cost to introduce our Specialty Drug Care program to your benefits plan. We've made it easy for you to share the good news with your members with a communications support tool kit.

We've created just the right message for you to share with your plan members to generate awareness about the program, including a scripted email message, an image for you to display on your company intranet site, and a plan member brochure to provide more information about the program.

And there's still more to come! We'll be introducing new features in the near future to make it easier for you to encourage plan members to participate.

Introduce Specialty Drug Care –
at no cost – to realize the
savings and benefits from
better health outcomes!



Contact your Manulife representative to learn more about Specialty Drug Care.



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