

The NBCH PBM Assessment

A Cross-PBM RFI

Why an External PBM Assessment?

- Coalition Interest
 - Over Half of NBCH Coalitions responding to Survey: 80% said their members asked about such information
- PBM Interest
 - Informal Discussions with PBMs indicated interest in an objective comparative tool
- A Ready-Made Tool
 - The tool exists, and is currently used to assess Health Plan PBMs, whether “Carve-in” or “Carve-out”
 - Evidence-based questions
 - Fully functioning technology for web-based submission and scoring

Employer Interest!!
-- When it comes to choosing a PBM, do you ever get the feeling that somebody else holds all the cards?



We know how you feel. Every few years, it's time to check the market, and maybe even switch your PBM. You hire a consultant, who may not be familiar with all the PBMs now in the market. When it comes to choosing a PBM, it's not easy to know where to turn.

- Each PBM and Health Plan has a great story to tell.
- There are a lot of PBMs in the market: which ones are reliable?
- You may be concerned that Consulting House PBM Coalitions and Broker Commissions play a part, and want to validate their findings.

This tool can help with choosing and then working with your PBM

53 Invited PBMs

4D Pharmacy Management
Systems Inc.

Abarca Health

Aetna Life Insurance Company

American Health Care

AmWins Rx

Argus

BeneCard PBF

Capture Rx

Catamaran

Cigna

Citizens Rx

ClearScript

CVS Caremark

Emdeon

Employee Health Insurance
Management, Inc.

Envision Pharmaceutical
Services, Inc.

Express Scripts

FutureScripts, LLC

Healthsystems LLC

Humana Pharmacy Solutions
Integrated Prescription
Management

Kroger Prescription Plans

Magellan Pharmacy Solutions

MaxorPlus, Ltd.

MC-21 Corporation
MedImpact
Healthcare Systems, Inc.

MedTrak Services

Meridian Rx, LLC

myMatrixx

Navitus Health Solutions LLC

OptumRx

Partners Rx

PBARx, LLC

PBM Plus, Inc.

PerformRx

Pharmaceutical Technologies,
Inc.

Pharmacy Benefit Dimensions

Pharmacy Data
Management, Inc.

PharmAvail Benefit
Management

Pharmpix Corporation

Phoenix Benefits
Management

PMSI

Prime Therapeutics

ProCare Rx PBM

Progressive Medical Inc.

Ramsell Corporation

RegenceRx

Restat L.L.C.

ScriptSave

Serve You Custom
Prescription

Management

Total Script

US Script, Inc.

VRx Pharmacy Services

WellDyneRx

Status

- 6 Respondents to date; at least one more will be responding
- 2 Carve-In PBMs (Pharmacy & Medical Lives)
 - Cigna
 - UHC/OptumRx
- 4 Carve-Out (Pharmacy Lives)
 - EnvisionRx
 - Express Scripts
 - OptumRx
 - PerformRx

What is the PBM Assessment?

- What it is NOT: A Pricing Tool
- What it IS: a Quality Assessment Tool
 - Evidence-Based
 - Related to Employer issues and **Expectations**
 - Provides a common comparison across Carve-in and Carve-out PBMs

What does it Measure? Three Main Categories:

- **Business Practices**
 - Third Party Accreditation for Services
 - Client Support - **Usable reports with analysis**, ability to audit the PBM, flexibility (ability to customize, and **work with other client vendors**) , performance guarantees
 - Provider support/monitoring (Monitoring and helping prescribers)
 - Additional Programs beyond Rx Utilization Management
- **Pharmaceutical Management Services and Results**
 - Rx and Specialty Rx Management
 - Appropriate use and Safety (conflicts, overuse, generics)
 - Adherence Monitoring and results
 - Availability of Evidence-Based/Value-Based Formulary
- **Activities/Tools and Services to Engage Members**
 - Value-based benefit designs
 - Price Transparency/Tool
 - Race/Ethnicity/Language/Cultural competency

Two Examples:

REPORTING TO PURCHASERS

- **Expectation:** Purchasers expect to receive reports that will help them understand their pharmacy utilization and expense, with information gleaned from a variety of sources.
- Q: Do you provide these reports to employers or their designated vendors?
 1. Group-specific results reported
 2. Comparison targets/benchmarks of book-of-business
 3. Comparison benchmarks of similarly sized groups
 4. Trend comparison of two years data
 5. Are the reports included, or do they require an additional fee?

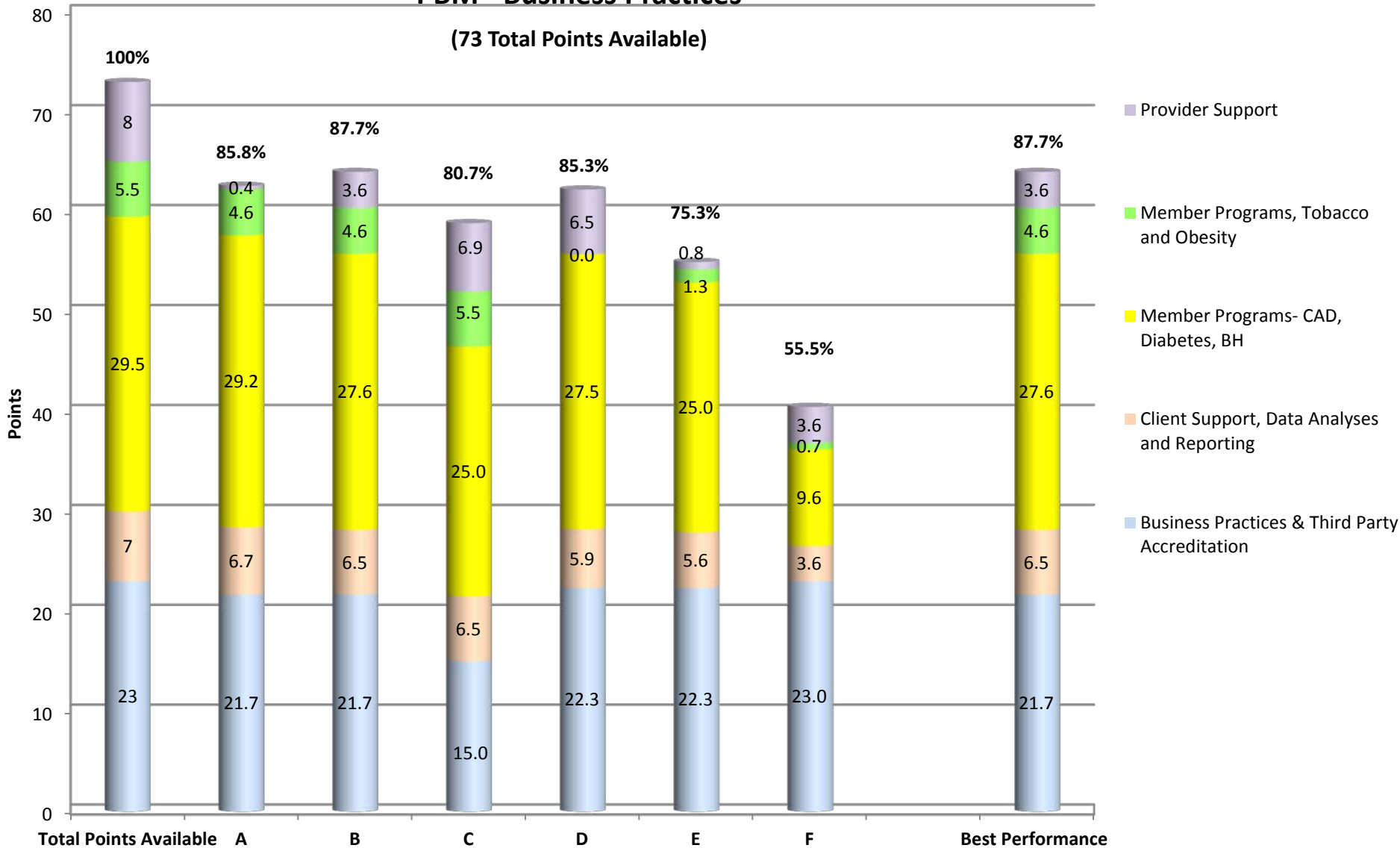
DATA TRANSFER

- **Expectation:** Purchasers expect their vendors to collaborate and transfer data to each other. The data should be comprehensive, and should be transferred without too much lag time between transfers.
- Q: What **real-time** data do you transfer to approved parties (Health Plans, DM Vendors, etc.)?
 1. Utilization
 2. Co-pay
 3. Billing data
 4. Adherence rate (including non-fulfillment)
 5. Safety information (e.g., drug conflicts)
 6. Potential overuse information

Some Examples of Results

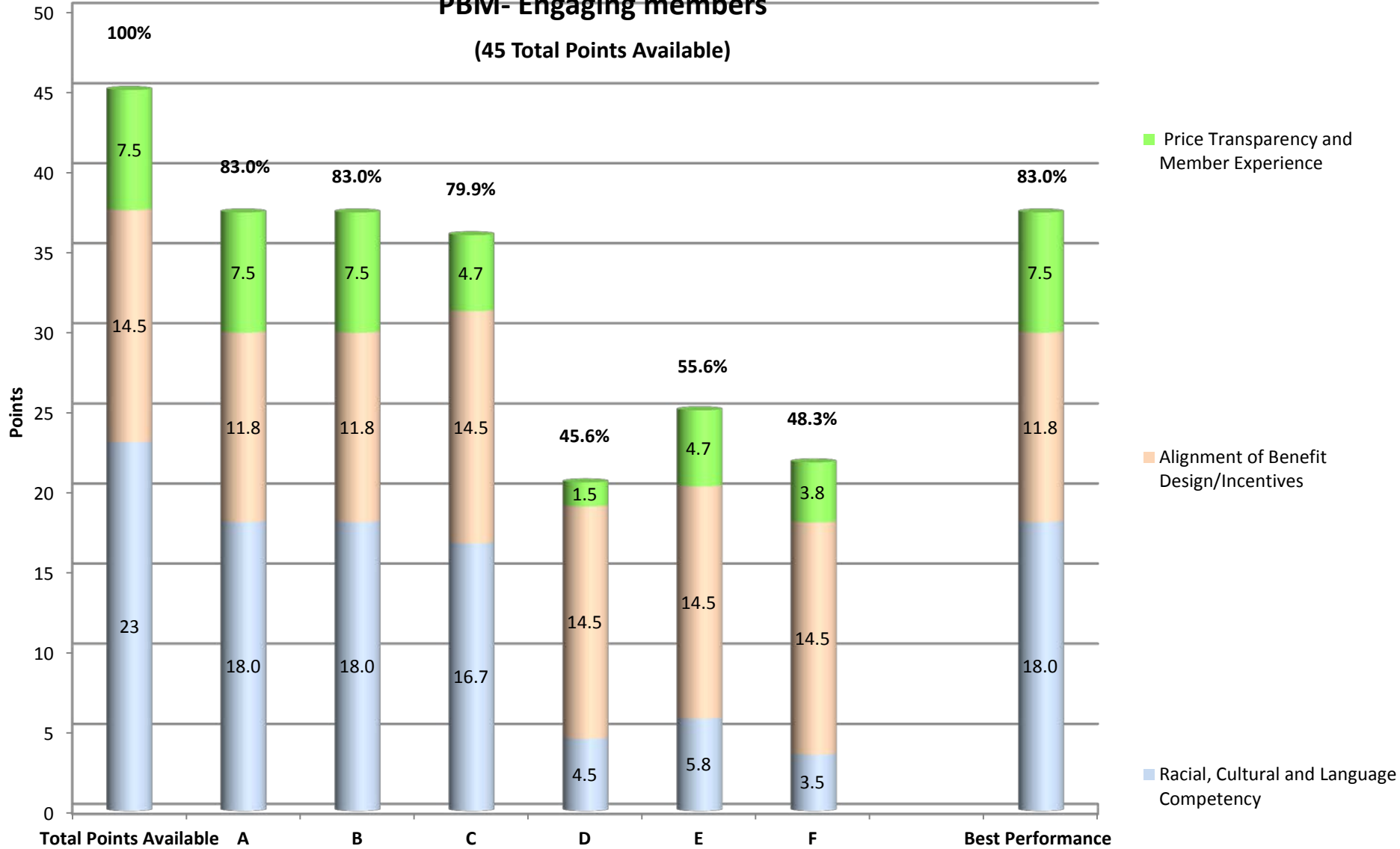
PBM - Business Practices

(73 Total Points Available)



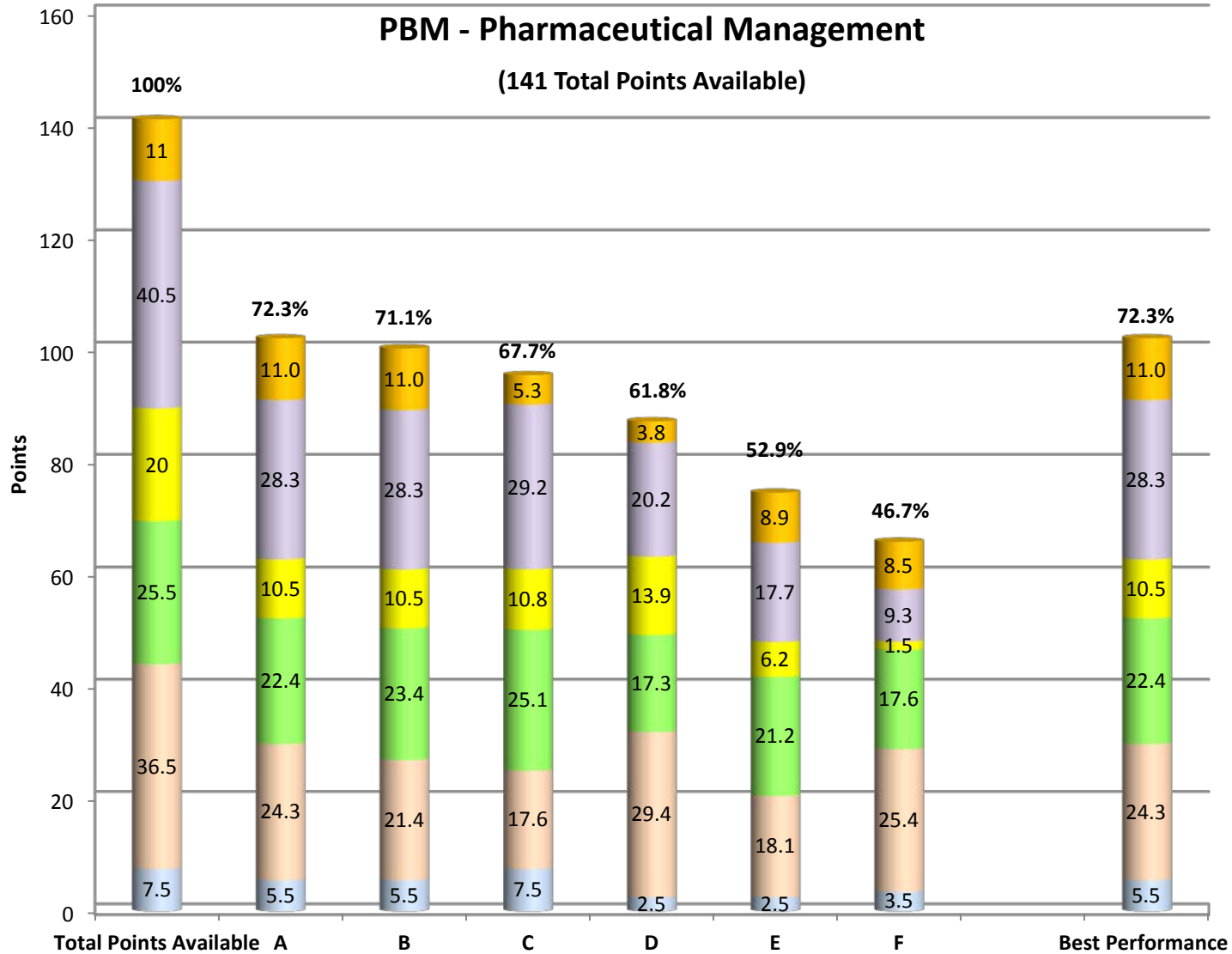
PBM- Engaging members

(45 Total Points Available)



PBM - Pharmaceutical Management

(141 Total Points Available)



- Program Organization
- Specialty Pharmaceuticals
- Pharmaceutical Support - CAD, Diabetes, BH
- Efficiency & Appropriateness: Generic & Appropriate Drug Use
- Quality, Safety and Adherence: Outpatient
- Pharmaceutical Support - Tobacco and Obesity

What can you do to help?

- Include the participating PBMs in your next RFP.
- Include this language in your next RFP
 - “My company expects PBM to participate in all National Business Coalition on Health sponsored PBM Assessment surveys and activities. Plan will annually supply most recent scores in the following categories:
 - Business Practices
 - Pharmaceutical Management Services and Results
 - Activities/Tools and Services to Engage Members”
 - A. Plan participated, scores follow:
 - B. Plan did not participate.

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