

The TheraCare Program

CIGNA's TheraCare program is a specialty drug management program that helps individuals who are being treated for a group of targeted conditions. The TheraCare team, consisting of nurses, coordinators and a pharmacist, helps these individuals understand their condition and the medication that's been prescribed. We provide:

- **Education** with self-injection training, drug information, and the advantages of using CIGNA Specialty Pharmacy Services.
- **Behavior Management** with drug order coordination and adherence monitoring.
- **Effectiveness Assessment** by monitoring for side effects, adherence barriers, contraindications, disease progression and assessing symptoms.

The program also helps patients manage possible side effects so they can stay on their medications. For the high percentage of individuals who have other chronic conditions, TheraCare coordinators integrate their outreach and coaching with other CIGNA health coaches to provide a better overall experience.

One-stop full service pharmacy

Approximately 60% of customers on specialty medications have at least one other chronic condition, and may use an average of six additional medications. CIGNA makes medication tracking and management simpler for these customers by providing convenient shipping of both specialty and regular medications from one location, with a simple ordering process. CIGNA Specialty Pharmacy Services also provides reminders when refills are due, and phone notification when an order is shipped. Specialty medications can be shipped to the customer's home, location of choice or directly to the doctor's office to coordinate with the customer's next scheduled office visit.

Consistent care, regardless of coverage

CIGNA provides consistent clinical management and patient care, regardless of coverage (medical or pharmacy) and regardless of where the drug is dispensed or administered – retail, doctor's office, infusion suite, etc. And, unless chosen specifically as an option by the client, CIGNA does not mandate the use of its in-house pharmacy.

Standalone pharmacy coverage managers – PBMs – may entice clients with promises of lower costs so they will mandate coverage of health care professional-administered coverage through them. This practice is known as "carve-out." While the promise may sound appealing, the reality is that the PBMs are the only ones who win. When faced with this important coverage decision, clients should be aware of the negative impact that carve-out can have on all stakeholders:

- **Customers** may experience care delays, extra work or unexpected bills.
- **Clients** may experience higher plan costs, lost savings on discounts or Medicare coverage coordination, or pay for unused medication that is then wasted.
- **Doctors** may experience more claim denials, increased overhead costs and oversight that adds no value.



*Source: EMD Serono Injectables Digest – 5th edition as sourced from the Pharmaceutical Research and Manufacturers of America 2006 & 2008 reports.

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A better option was needed for Specialty Pharmacy.

We created it.

Complex health issues that require specialty medications demand highly coordinated, integrated care management. CIGNA Specialty Pharmacy Management provides it in ways that are unique and effective.



CIGNA Specialty Pharmacy Management

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What does Specialty Pharmacy mean?

- Specialty Pharmacy involves medications made via biotechnology processes. They treat the cause of the disease rather than the symptoms, and often require administration by a health care professional.
- The diseases targeted generally affect less than 1% of the population, but are chronic in nature. They are rarely cured, and typically need treatment for long periods of time – maybe for life.
- Specialty medications are expensive. They may cost as much per month as other types cost for a full year. But they can limit the progression of a disease, and provide improved health outcomes and more effective management of total health care costs over time.



Market trends

The research and development pipeline for specialty pharmaceuticals is evolving quickly. There are over 600 biotechnology products in development for more than 100 diseases, which represents a 51% increase over 2006.* Products currently in development include:

- 154 for cancer
- 162 for infectious diseases
- 59 for autoimmune diseases
- 34 for HIV/AIDS-related conditions

CIGNA's standard Specialty Pharmacy Management offering includes:

- One stop, full service pharmacy – with open or exclusive network options
- Coordinated therapy management through TheraCare
- Nationally applied coverage policies – centralized for both medical and pharmacy covered medications
- Aggressive unit costs and discounts

What makes our program work so well?

Experience has shown that the coordination of three key management competencies is critical to managing specialty medications in a consistent and optimal manner. They are:



CIGNA's Specialty Pharmacy Management program ensures that these competencies are fully realized, which allows care to be provided in the setting that is most appropriate and convenient for the patient.

- We centralize medical and pharmacy prior authorization review services.
- Through the consistent application of nationally applied coverage policies we ensure that medications are being used and dosed appropriately, and demonstrate the intended effect.
- We support the patient / health care professional relationship while continuing to manage specialty trends and optimize condition outcomes.
- We coordinate medical and pharmacy benefits into a single payer, which gives us a "big picture" view of costs and permits greater effectiveness in covering the total cost of care.
- Our holistic approach means that we manage all of our patients' conditions rather than managing each condition in isolation.



Utilization management

Under the PHS Plus Medical Management Model, and through CIGNA's standard pharmacy coverage offering, CIGNA requires prior approval for targeted specialty medications. This ensures that drugs are prescribed based on the diagnosed condition, in the right dose and for the appropriate amount of time. Prior authorization processes monitor for drug effectiveness to make sure that the drug is having the expected impact on the customer's condition.

This centralized medical and pharmacy coverage review by a CIGNA team of specialty experts applies to our coverage policy on a national level, which means:

- Greater consistency – Coverage policy is consistently applied to all reviews, providing more consistency in decision outcomes.
- Greater efficiency – Doctors interact with one organization, allowing them to focus their time on patient care rather than administrative tasks.

Cost management

CIGNA has the unique ability to manage 100% of the costs because we are an integrated payer that possesses all relationships associated with specialty pharmacy distribution.

Doctor fee schedule. Specialty medications administered as part of a doctor's office visit are typically covered. CIGNA's negotiated discounts with doctors ensure that health care professionals are appropriately compensated without disrupting the quality of patient care. And, since customers can receive care within a doctor's office, more costly settings such as hospitals are avoided.

Drug-specific pricing schedules allow optimal pricing at the drug level.

CIGNA's expanded specialty pharmacy capabilities provide discounts on specialty drugs purchased from retail pharmacies. Discounts for both retail and home delivery ensure pricing is flexible and competitive.

Home Infusion. Specialty medications administered in a home setting by a skilled nurse are covered under the medical benefit. CIGNA's national home care professional relationship allows care to be provided in a home setting, which ensures that costs are optimally managed in a setting most convenient to the customer.

Outcome improvement

Patient-focused health management. Importantly, CIGNA's approach covers the whole customer with a program that provides both medical and pharmacy coverage as part of one coordinated package. This means that CIGNA considers all aspects of customer treatment and care as a unified piece, rather than treating one condition and treatment as separate and isolated from the total picture.

CIGNA: 100% Specialty Pharmacy Management

Lower cost

We manage 100% of costs – not just those paid under Pharmacy coverage.

Improved health

We focus on the total health of the customer – not just the condition being treated with specialty drugs.

Improved satisfaction

We make the experience easier for customers and doctors with our one-stop, full-service drug distribution approach.