CVSHealth

PART B
B1. NARRATIVE PROPOSAL METHOD OF APPROACH

THIS SECTION DEFINES HOW THE METHOD OF APPROACH NARRATIVE PROPOSAL SHOULD BE PREPARED, ADDRESSING THE FOLLOWING PROPOSAL RESPONSE REQUIREMENTS. THESE ARE THE REQUIREMENTS LISTED IN SECTION 4.1. THE METHOD OF APPROACH NARRATIVE PROPOSAL MUST BE LIMITED TO 25 PAGES. THE OFFEROR SHALL SUBMIT:

All information highlighted in this document contains confidential information that is proprietary to, and constitutes trade secrets of CVS Health. CVS Health's trade secret and/or proprietary information is exempt from disclosure under applicable public records laws. Refer to Part C2 for CVS Health's legal basis letter.

We are grateful to have the privilege of providing comprehensive specialty pharmacy services for anti-hemophilia and other blood disorder medications to AHCCCS members since 2018. The account team has supported AHCCCS with drug pipeline monitoring, utilization reporting, managed care health plan support for the coordination of pricing, assay management cost control, and issue resolution. The CVS Health specialty operations team provides care to our AHCCCS patients via our Hemophilia Center of Excellence, therapy management support for patients/families/caregivers, a community support network and digital tools (illustrated in Exhibit 1). We are offering the responses below so that AHCCCS has the ability to compare services by Offerors, yet there are some questions that are not applicable (i.e., transition plan). Throughout the context of the bid questions, we have highlighted our experience and results with AHCCCS over the past five years.

5.2.1.1. Describe the procedures, if applicable, for the transition of member care to the Offeror's services to minimize disruption of care and to address member and family concerns.

[redacted]

OPERATIONS

- Determine the scope of services and therapies – triage according to client urgency and opportunity
- Determine the service location strategy based upon member geography and therapy-specific Centers of Excellence
- Obtain client claims history data to accurately identify and quantify therapies around member service geography. Accurate therapy utilization and member identification is particularly important to help ensure timely outreach and clinical data for limited distribution drugs involving manufacturer distribution HUBS and unique transfer requirements
- Obtain new prescriptions, or transfer open refills once the member identification process has been completed.

ENROLLMENT

- Review, modify, and design the benefits verification and prior authorization process
- Perform required clinical outreach for members needing certain limited distribution drugs, distributed through certain manufacturer HUB programs requiring FDA-mandated interventions and tracking.

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COMMUNICATIONS

- CVS Health provides the client with sample member and physician letters
- The client approves these sample member and physician letters
- CVS Health submits the approved client, member, and physician letters to our internal communications process for approval
- The approved letters and file(s) are provided to the mailing department. Letters and the file undergo our quality check process. Sample letters are reviewed to make sure that the member/physician name matches the address on the file
- Letters are mailed to members and physicians via priority mail
- CVS Health follows up with phone calls to the members to answer any questions and to enroll them in the CVS Health specialty program, if not already pre-enrolled.

We understand that, in many plan settings, urgent needs may arise. In these special cases, members can be "triaged" for early conversion. For example, in the case of a person living with hemophilia, CVS Health has a high-touch, highly personalized approach to ease transition. In some cases, because of the size and tight-knit nature of the hemophilia community, the member may already be known to CVS Health, and a unique one-on-one approach can be considered. Regardless, the following elements are always included:

- Introductory calls are made by a hemophilia specialist experienced in both adult and pediatric concerns
- Hemophilia-trained CVS Health representatives make personal visits upon request to members to help introduce the service team and to provide support during the transition
- Meetings are conducted with physicians and case managers
- Follow-up calls are made by members of CVS Health's Hemophilia CareTeam to ensure continuity of care and coordination of nursing, and to verify the prescription and medically necessary ancillary supplies for the administration of factor products
- Welcome packets sent to members or their caregivers
- Consistent follow-up and follow-through on service commitments are provided.

Particular focus is committed to the following areas:

EXISTING MEMBER TRANSITION

We are sensitive to the fact that many members feel uncertainty or anxiety when their plan undergoes a transition. We act proactively to educate members with respect to how their service may be affected, and to help put them at ease regarding any changes. We strive to increase their awareness of – and comfort level with – the new relationship, and to facilitate their acceptance of the program. This process typically includes the following:

- Proactive and accurate utilization reports of all existing members
- Proactive and informative member communication packet 30 to 45 days prior to the scheduled transition of service responsibilities. This communication will be developed jointly by AHCCCS and CVS Health. CVS Health typically takes responsibility for execution of the letter campaign (mail merge, mailing, etc.)
- CVS Health calls the member 15 to 30 days prior to the scheduled transition of services.

Additional detail on member outreach is included below.We introduce services to members during the implementation period and maintain regular contact throughout treatment. Our communications, which are provided at no additional cost, include:

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MAIL

Implementation materials are designed to convey the value of the program you are providing your members. This typically includes an introductory letter and a medication list. We then follow up with the member within five to seven days of the initial mailing to address any questions prior to the initiation of service. In addition, a Member Health Resource Kit is sent that introduces members to their specialty pharmacy benefit and provides reference tools with pharmacy-specific information, including a quick guide informational card, along with important lifestyle tips. Additionally, we have suggested materials to promote awareness by email, newsletters, and websites, along with condition-specific materials to educate members about their conditions and to help them be as healthy as they can be. Materials typically include booklets, brochures, and videos.

TELEPHONE

Pharmacist support is available by phone 24 hours a day, seven days a week. Our health care experts answer questions about prescriptions and assist members with condition-related concerns. Follow up calls from a CareTeam member to help ensure members have their medication when and where they need it – home, office, clinic, vacation spot, physician's office, or pick-up at a local CVS Pharmacy. In addition, our CareTeams helps manage each member's condition by reviewing dosing and medication schedules, discussing side effects, and supplying any additional education they may need, including an assessment of the member's ability to self-administer medication and potential barriers to care.

DIGITAL

Additionally, we provide access to our website, CVSSpecialty.com, to deliver core prescription transactions and information access for specialty members on multiple digital platforms that are simple, safe, and secure. Specific digital capabilities for members include the ability to:

- **Request a refill –** Online refills are available for most of the medications CVS Specialty offers. Our digital system asks the right clinical questions on check-out and a pharmacist will reach out by phone if any further support is needed. This helps ensure that patients receive the highest level of care balanced with convenience
- **View condition information –** We also provide members with a variety of health and wellness information in our "Drugs & Conditions" area. Our online materials include specialty medication and health overviews, tips for managing your daily life, and links to other health experts, news, and research addressing specific conditions faced by our specialty members that can be accessed directly in the specialty pharmacy area
- **Update preferences –** Members can update their health assessment as part of the refill process. They can also select from multiple delivery options including adding a new home address or shipping to a local CVS Pharmacy retail location, and even alter the schedule delivery of their prescriptions to a later date if required
- **Stay informed –** Patients can manage how alerts are received when prescriptions are ready for shipment or pickup by email or text, and view shipment information on the website
- **Manage their prescription and adherence –** Members can review orders online through the printable confirmation page; view order status and prescription refills in real time, and stay on track with their medication adherence through the use of reminder alerts. Reminders include: take my medications, request my refill, make a doctor appointment, and schedule a lab visit.

Our mobile platform provides a safe, secure, and simple prescription management option for specialty members on the go. Order status and prescription refills can be viewed in real time. The app also includes innovative features helping specialty members stay on track with their medication adherence through the use of reminder alerts without requiring registration. Reminders include: Take My Medications, Request My Refill, Make a Doctor Appointment, and Schedule a Lab Visit.

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PHYSICIAN COORDINATION AND COMMUNICATION ON MEMBER STATUS

We work collaboratively with physicians in a number of ways.

- **Prescription Activation** – For new prescriptions, the Hemophilia enrollment coordinator communicates with the physician/case manager within 48 hours of the initial referral about the status of the benefits verification, including any obstacles that have been encountered. The Hemophilia enrollment coordinator continues to report the status of the referral every 48 hours until the member is activated and are also in touch with the member regarding the status of the order.

- **Face-to-Face Reinforcement** – All top prescribing physicians and practices are visited prior to client implementation and on an ongoing basis. This is the most critical feature for a successful implementation.

- **Ongoing Communication** – Once a patient has started on our service, the Hemophilia clinicians provide ongoing feedback to the prescriber or the hemophilia treatment center staff on the patient's condition. Any potential medical concerns are communicated to the treatment center as the issues are identified. Examples would include increased bleeds, compliance issues, potential PORT or venous access infections or unresolved bleeds.

INTERFACE WITH PHYSICIANS

Our pharmacy staff will help to meet the member's medication needs in a timely, efficient, and effective manner. Depending on the nature of the need for contact, the clinical pharmacist or pharmacy technician will communicate with the physician or their staff.

The clinical pharmacist is the primary point of contact with the physician for all new prescriptions and for communication regarding such clinical issues as medication effectiveness, adverse events, or other member care issues. Generally, this communication is achieved via telephone, fax, or email. In addition, clinical programs can be coordinated with the physician and their office staff. Our staff, under the direction of a pharmacist, contacts the physician or the office staff to obtain refill authorization, as well as member clinical information or information regarding the member's last office visit.

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5.2.1.2. Describe how the Offeror ensures the availability of adequate anti-hemophilic and blood disorder medications and supplies.

Our standard operation procedures are stringent regarding the procurement, distribution and inventory control of hemophilia factor product due to the high cost, relatively short expiration date of the products, and the potential for drug diversion. All products are lot-tracked with frequent physical counts to reconcile amounts to the perpetual inventory system balances.

We stock all commercially available factor products in a broad range of assays to support a high volume of existing hemophilia customers. Therefore, it is highly unlikely that product close to the prescribed dose would not be available for AHCCCS patients. Our inventory of factor products is broad and contains different assays necessary to optimize assay management to the target dose, and we have been successful and committed to combining assays close to the prescribed doses. We also have the capability to transfer more favorable assays from one pharmacy to another to accommodate inventory needs for different assays.

Due to the high volume of dispensed hemophilia products, we maintain favorable purchasing contracts and relationships with manufacturers. Prior dispensed volume often determines future allocation methodology from manufacturers, should a shortage situation arise. If necessary, product can be ordered from the manufacturer with a small number of doses dispensed until product is received from the manufacturer. It should be noted that in some cases, manufacturers have limited assay selections available.

To help ensure that medication is within date and has maintained its potency, we have established the following policies and procedures:

- All personnel handling medications are trained on proper procedures and competency is assessed at set intervals
- All medications are stored in an appropriate, temperature-controlled environment. The majority of specialty pharmaceuticals require storage at 2-8°C, so refrigerator temperatures are monitored on a continuous basis
- Any variances outside of control limits automatically set off an alarm system and appropriate action is taken
- Medication inventory is rotated utilizing a “First Expiring, First Out” (FEFO) process
- Medication inventory is checked monthly for expiring/expired medication
- Expiration dates are verified by a pharmacist prior to distribution
- Expired, damaged, and substandard medication is stored in a separate quarantine area to prevent the products from being shipped to members
- To ensure product integrity during shipping, we have established standard packaging and shipping requirements for each of the products dispensed. These specific packaging recipes define the quantity and type of gel packs and size of thermal shipping container and have been fully tested and validated. Packing specifications are adjusted for extreme temperatures.

COMMUNICATION

In the event that adequate product is not available through our suppliers, we call physicians and members to discuss any shortage and subsequent change in therapy. We work with physicians to determine other treatment options and work with patients to ensure their understanding of any change in therapy.

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ABILITIY TO FILL

Only in cases out of our direct control, such as manufacturer backorder or other supply issues, would there be an inability to fulfill a prescription order when required by the member. Even then, we are well aware in advance of such supply problems to be able to suggest alternative agents to the member's physician to avoid interruptions in therapy.

In situations of manufacturer limited supply, our purchasing relationships with manufacturers and wholesalers also place CVS Health in a favorable position to maintain product on hand to assure timely fulfillment.

With our network of specialty pharmacies, we are also able to utilize available inventories to assure fulfillment.

This holds true for blood factor products as well, allowing us to meet assay requirements to fulfill even the most urgent needs. Coordination of same day manufacturer drop ships, cross-docking of product across our specialty network as well as the ability to utilize a variety of priority delivery systems, including same day couriers, allows us to assure [redacted] fulfillment of factor prescriptions to meet member needs.

5.2.1.3. Describe how the Offeror will provide personalized education and enhanced monitoring, including addressing issues of member non-compliance.

The Hemophilia Care Program incorporates established therapy management principles coupled with distribution management functions to optimize therapy outcomes and help lower overall costs. We selected a combination clinical-distribution model for hemophilia as 80-90% of the therapy costs for hemophilia are related to the cost of blood clotting factor products.

The goals of the Hemophilia Care Program are to manage the controllable costs associated with hemophilia factor utilization and to utilize supplemental educational information for members to avoid bleeds and improve the therapy outcomes. The program is designed to minimize the orthopedic deteriorations, prevent bleeds, and other medical complications, such as line infections, common to individuals with hemophilia that can lead to emergency room visits and hospitalizations. A dedicated, highly-experienced Hemophilia CareTeam, comprised of a Clinical Pharmacist, Pharmacy Service Representative, Pharmacy Technician, Clinical Nurse Coordinator and Clinical Nurse provide consistent, high touch care, based on individual member needs. The clinical program consists of three basic components:

ASSAY MANAGEMENT TO TARGET DOSE

This is essential to control the excessive costs associated with factor products. As a leading provider of factor, reliable inventory management expertise enables us to maintain one of the widest range of factor products and assays available.

[redacted]

CVS Health has been reporting to AHCCCS the target and actual dose dispensed for each prescription since 2018.

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BLEED AND INFUSION MONITORING

Bleed and Infusion Monitoring refers to the Hemophilia Clinical Pharmacist assessment of the patient's response to the factor products dispensed. With each order, clinical data is collected, such as, the number of bleeds, breakthrough bleeds, frequency, location, timeliness of administration, and changes are tracked and monitored. Compliance to prophylaxis or immune tolerance protocols is also monitored. The Clinical Pharmacist and other members of the Hemophilia CareTeam review the data for signs of potential problems in controlling bleeds or the development of inhibitors. Additional information may need to be gathered to evaluate the problem.

Changes in weight, difficulty with vascular access, signs of infection, compliance, time of administration of the factor, or changes in activity may require a modification to the dose or additional training to address the specific problem. Small changes, such as administering factor in the morning versus in the evening, can be a simple cost-effective change that may reduce bleeds without an increase in the factor. For an individual on a prophylactic protocol, administering a slightly higher dose on Friday or Saturday may eliminate additional bleeds over the weekends and the costs associated with additional factor doses. The use of infusion logs is highly recommended to accurately track bleed activity to assist the physician in making appropriate treatment decisions.

HEMOPHILIA EDUCATIONAL AND PREVENTIVE MEASURES

Education begins with the initiation of therapy. The goal is to promote optimal clinical outcomes and to prevent unwarranted ER visits and hospitalizations. Members and caregivers are counseled about their medical condition and the prescribed therapy. The education occurs via various written materials, and one-on-one interaction with various members of the Hemophilia CareTeam to ensure complete understanding of the therapy. We have many educational tools available to help newly diagnosed families learn about hemophilia. Educational tools vary with the age of the member and will include such topics as disease state information, timely administration of hemophilia factor product, importance of learning self-administration techniques, compliance, appropriate physical activities, use of adjunctive therapy, common morbidities, hepatitis vaccinations, and maintaining regular physician appointments. To highlight our educational tools for younger members, please reference Exhibit 3 – FactorMan, the Hemophilia Comic.

Throughout the course of therapy, our personnel will regularly communicate with the member or caregiver to ensure that the therapy is being administered properly and regularly. Such communication also enables us to monitor the response to therapy and identify potential problems or adjustments needed in the factor products.

Through these conversations, our experienced CareTeam members often are able to identify lifestyle or behavior activities that could impact therapy. We also provide HemoWise®, an educational supplement, showcased in Exhibit(s) 4, as quick reminders on various topics to continue education throughout service and enhance outcomes. These consistent educational interactions are critical to the success of the therapy.

Clinical support services available through our member-centric Hemophilia Care Program include:

- Easy access to a registered nurse (RN) or licensed pharmacies 24/7 for beneficiaries and providers with culturally sensitive staff and multi-lingual capabilities
- Personalized hemophilia-specific beneficiary education materials and newsletters, counseling, and training in English, Spanish, Haitian Creole and other foreign languages as needed at or near the fourth-grade comprehension level
- Access to all products related to factor replacement and supplies as well as medications for comorbid conditions such as HIV or hepatitis C for cost-effective fulfillment

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[redacted]

- Ancillary medication coordination (e.g., pain medication)
- Dedicated hemophilia health care professionals including nurse-based care management
- Health care education on treatment guidelines for targeted physicians, specialists and other providers
- Drug safety reviews to prevent harmful drug interactions
- Advanced compliance monitoring for hemophilia to promote proper treatment and prevent waste
- Comprehensive utilization management and clinical oversight
- Expert financial and personal counseling
- Beneficiary and caregiver assistance and consultative support during hospitalization or surgery including face to face visits
- Therapy coordination with local physician or hemophilia treatment center staff
- Home and emergency delivery of products and supplies
- Waste management services
- Inventory management with protocols on short-dated pharmaceuticals
- Statistical, financial, and clinical data reports for utilization, compliance monitoring, claims data and other analysis of health care outcomes, trends and performance measures.

5.2.1.4. Describe the Offeror's customer service business and after-hours availability for member and process for responding to provider questions within Arizona time zones and the calendar days of operation.

Our registered pharmacists and nurse professionals are available 24 hours a day, 7 days a week, to respond to emergencies or for consultation regarding member care issues. Our Hemophilia Center of Excellence operates on extended hours from 6:00 AM to 6:00 PM Monday through Friday (Pacific Time). Prescriptions may be mailed, e-prescribed, transmitted via facsimile or called into our dedicated physician phone line. Toll-free numbers are available to contact us for the clinical team, reimbursement assistance, emergency operators, and pharmacy service representatives.

5.2.1.5. Describe the Offeror's capability to provide Member and provider emergency access to appropriately trained, qualified, and licensed professional staff twenty- four (24) hours a day, seven (7) days a week, through a toll-free telephone number including information on how the Offeror ensures that its staff are culturally competent, and its customer services can be provided in other languages as appropriate for the population or as required.

Our registered pharmacists and nurse professionals are available 24 hours a day, 7 days a week, to respond to emergencies or for consultation regarding member care issues. Our Hemophilia Center of Excellence operates on extended hours from 6:00 AM to 6:00 PM Monday through Friday (Pacific Time). Prescriptions may be mailed, e-prescribed, transmitted via facsimile or called into our dedicated physician phone line. Toll-free numbers are available to contact us for the clinical team, reimbursement assistance, emergency operators, and pharmacy service representatives.

Our specialty Customer Care utilizes [redacted]
All languages are covered and include, but are not limited to:

Acholi	Afar	Afrikaans	Akan	Akateko	Albanian
Amharic	Anuak	Apache	Arabic	Armenian	Assyrian
Azerbaijani	Bahasa	Bahdini	Bahnar	Bajuni	Bambara
Bantu	Barese	Basque	Bassa	Belorussian	Bemba
Benaadir	Bengali	Berber	Bosnian	Bravanese	Bulgarian
Burmese	Cantonese	Catalan	Cebuano	Chaldean	Chamorro

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Chaochow	Chin Falam	Chin Hakha	Chin Mara	Chin Matu	Chin Senthang
Chin Tedim	Chipewyan	Chuukese	Cree	Croatian	Czech
Danish	Dari	Dewoin	Dinka	Duala	Dutch
Dzongkha	Edo	Estonian	Ewe	Farsi	Fijian
Fijian Hindi	Finnish	Flemish	French	French Canadian	Fukienese
Fulani	Fuzhou	Ga	Gaddang	Gaelic-Irish	Gaelic-Scottish
Garre	Gen	Georgian	German	Gheg	Gokana
Greek	Gujarati	Gulay	Gurani	Haitian Creole	Hakka-China
Hakka-Taiwan	Hassaniyya	Hausa	Hebrew	Hiligaynon	Hindi
Hindko	Hmong	Hunanese	Hungarian	Ibanang	Icelandic
Igbo	Ilocano	Indonesian	Inuktitut	Italian	Jakartanese
Jamaican Patois	Japanese	Javanese	Jingpho	Jinyu	Juba Arabic
Jula	Kamba	Kanjobal	Kannada	Karen	Kayah
Kazakh	Kham	Khana	Khmer	K'iche	Kikuyu
Kimiiru	Koho	Korean	Kpelle	Krahn	Krio
Kunama	Kurmanji	Kyrgyz	Laotian	Latvian	Liberian Pidgin English
Lingala	Lithuanian	Luba-Kasai	Luganda	Luo	Maay
Macedonian	Malay	Malayalam	Maltese	Mam	Mandarin
Mandinka	Maninka	Manobo	Marathi	Marka	Marshallese
Mbay	Mien	Mirpuri	Mixteco	Mizo	Mnong
Mongolian	Moroccan Arabic	Mortlockese	Napoletano	Navajo	Nepali
Ngambay	Nigerian Pidgin	Norwegian	Nuer	Nupe	Nyanja
Nyoro	Ojibway	Oromo	Palauan	Pampangan	Papiamento
Pashto	Plautdietsch	Pohnpeian	Polish	Portuguese	Portuguese, Brazilian
Portuguese, Cape Verdean	Puliese	Pulaar	Punjabi	Putian	Quechua
Quichua	Rade	Rakhine	Rohingya	Romanian	Rundi
Russian	Rwanda	Samoan	Seraiki	Serbian	Shanghainese
Shona	Sichuan Yi	Sicilian	Sinhala	Slovak	Slovene
Soga	Somali	Sorani	Spanish	Sudanese Arabic	Sunda
Susu	Swahili	Swedish	Sylhetti	Tagalog	Taiwanese
Tajik	Tamil	Teluga	Thai	Tibetan	Tigre
Tigrigna	Toishanese	Tongan	Tooro	Turkish	Turkmen
Tzotzil	Ukranian	Urdu	Uyghur	Uzbek	Vietnamese
Visayan	Wodaabe	Wolof	Wuzhou	Yemeni Arabic	Yiddish
Yoruba	Yunnanese	Zapoteco	Zarma	Zyphe	

We also have personalized hemophilia-specific beneficiary education materials and newsletters, counseling, and training in English, Spanish, Haitian Creole and other foreign languages as needed at or near the fourth-grade comprehension level.

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5.2.1.6. Describe the Offeror's proposed use of translation services.

Our specialty Customer Care utilizes [redacted].

We also have personalized hemophilia-specific beneficiary education materials and newsletters, counseling, and training in English, Spanish, Haitian Creole and other foreign languages as needed at or near the fourth grade comprehension level.

5.2.1.7. Describe the Offeror's delivery of services to ensure high quality, cost-effective care delivery, including, but not limited to:

5.2.1.7.1. Workflow and quality assurance procedures in place for procurement, dispensing, and home/site delivery of appropriate quantities of anti- hemophilic/other blood disorder medications, related products and supplies;

We stock all commercially available factor products in a broad range of assays to support a high volume of existing hemophilia customers. Therefore, it is highly unlikely that product close to the prescribed dose would not be available for AHCCCS patients. Our inventory of factor products is broad and contains different assays necessary to optimize assay management to the target dose, and we have been successful and committed to combining assays close to the prescribed doses. We also have the capability to transfer more favorable assays from one pharmacy to another to accommodate inventory needs for different assays.

Due to the high volume of dispensed hemophilia products, we maintain favorable purchasing contracts and relationships with manufacturers. Prior dispensed volume often determines future allocation methodology from manufacturers, should a shortage situation arise. If necessary, product can be ordered from the manufacturer with a small number of doses dispensed until product is received from the manufacturer. It should be noted that in some cases, manufacturers have limited assay selections available.

PATIENT INTAKE, CLINICAL MANAGEMENT AND DISPENSING

We recognize that some new referrals for hemophilia need to be expedited as the individual may be experiencing a bleed. For this reason, we established a special enrollment team for hemophilia. The enrollment coordinators for hemophilia can be reached, toll-free, by calling [redacted]). This team is trained to verify the member's benefits and communicate any copays and out of pocket expenses as outlined by their plan coverage.

Our registered pharmacists and nurse professionals are available 24 hours a day, 7 days a week, to respond to emergencies or for consultation regarding member care issues. Our Hemophilia Center of Excellence operates on extended hours from 6:00 AM to 6:00 PM Monday through Friday (Pacific Time). Prescriptions may be mailed, e-prescribed, transmitted via facsimile or called into our dedicated physician phone line. Toll-free numbers are available to contact us for the clinical team, reimbursement assistance, emergency operators, and pharmacy service representatives.

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Once the individual is enrolled in our service, the first step is to contact the member and collect clinical data for an initial assessment. This includes a comprehensive review of the diagnosis, medication history including non-hemophilia pharmaceuticals, allergies, other co-morbidities, weight, dosage, bleed history, history of inhibitors, current treatment plan, physical limitations, pain level, venous access, and level of independence with self-administration. The referring physician may provide some of this information at the time of enrollment on the Enrollment Form. Based on this information an individualized therapy management plan is developed including educational needs and monitoring required meeting the member and provider's goals of therapy. If nursing is required, the Nurse Clinical Coordinator will arrange for nursing visits.

The Pharmacy Service Representative will also review with the member information such as how to place orders, safe disposal of medical waste, contact names, and phone numbers, after hour/emergency procedures, complaint handling and their rights and responsibilities. The member's understanding of product storage and mixing is verified as well as any hemophilia products and supplies that are on hand at the time of enrollment. If product is needed, an order will be scheduled for delivery. If product is not needed, the Pharmacy Service Representative will contact the family at a later date to verify inventory and supply levels. Should the member be treating an active bleed, the order will be expedited to assure product is available for administration. Any upcoming dental appointments, procedures, or surgeries are noted. Each new member will receive our Hemophilia New Patient Guide that includes contact information, phone numbers, disease information, and other useful information for future reference.

Once the initial history is collected, the information is forwarded to the assigned Clinical Pharmacist. An individualized plan will be developed. Needs specific to the member will be addressed in the therapy management plan based on age, current education level, severity, treatment plan, co-morbidities, independence level, and primary language.

The Clinical Pharmacist will contact the physician to verify the prescription and to obtain any missing information, such as weight or severity level. [redacted] If an upcoming dental appointment, procedure, or surgery is scheduled, the Clinical Pharmacist will consult with the hematologist on the product or other consultative needs for the hospital or location of the procedure. We also will work with case managers and the hospital staff to allow the member to bring their own factor into the hospital. This is often more cost effective than having the hospital pharmacy dispense the factor products.

SUPPLIES

The types of ancillary supplies required differ between therapy classes and are dependent on the administration setting, the member, and drug utilized. We are able to coordinate the provision of ancillary supplies for all therapies dispensed. The following are examples of the ancillary supplies we may provide for hemophilia members:

- Syringes
- Butterfly needles
- Saline
- Tourniquet
- Alcohol swabs
- Tape
- Gauze
- Adhesive bandages
- Gloves

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- Underpads
- Sharps container
- If member has central line, we will send appropriate access needles, dressing kits, and catheter flush supplies
- Tubing
- Other supplies as needed.

The above listing serves only as an example and does not represent all therapies dispensed by CVS Health specialty pharmacies. Variances to the above listings may occur due to the unique needs of the member, specific prescription, or other factors.

AFTER-HOURS AND EMERGENCY SERVICES

We understand the need for timely deliveries for hemophilia members. Routine orders placed and approved by AHCCCS or an AHCCCS health plan before 3 PM will be sent by overnight carrier for delivery the next business day or at a time designated by the member. Emergency orders will be expedited for shipment the same day.

A Specialty pharmacist is available 24 hours a day, 365 days a year to respond to questions and medical emergencies as appropriate to the member's therapy. We utilize an on-call service and pagers to respond to client or member calls and inquiries. All calls are returned promptly to address member concerns or questions regarding therapy, administration of medication, shipment status, or any other concerns. In addition, a nurse is available to respond to questions from members or other nursing agencies.

During their initial training, members are provided with information regarding after-hours calls, emergency services, and storage of factor in the event of a natural disaster. An informational packet for all new members or caregivers is provided for future reference. Each member also is provided with a back-up phone number in the unlikely event that a member cannot reach the on-call pharmacist in the primary pharmacy.

Services requested after-hours normally are provided the following business day unless the service is requested because of a medical emergency. In the event that an after-hours emergency delivery is needed, we coordinate a rapid response, utilizing national carriers as well as local couriers. We maintain agreements with the national carriers and local couriers to respond to emergencies for both members and hospitals.

Pharmacy Service Representatives make regularly scheduled outbound calls to members based on their disease severity and individual treatment plan to manage member inventory levels proactively. The purpose is to ensure continuity of care and maximize member outcomes. The Pharmacy Service Representative educates the member on appropriate product levels according to diagnosis and severity. Inventory and supplies are reviewed with each call to verify compliance with the physician's treatment plan and response to therapy. This practice minimizes the need for emergency shipments related to members' running out of product and identifies potential problems related to under- or over-utilization. If compliance issues are identified Pharmacists and clinical nurses counsel members and caregivers on the importance of compliance and consistent administration of medication.

Because of the cost of hemophilia product, as well as its temperature sensitivity, all packages are tracked electronically to the member's home to ensure that the product is delivered and that the shipping conditions have maintained the integrity of the medication.

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NATURAL DISASTER PLANS

In the event of a natural disaster, such as a blizzard or flood, the following three elements form the basis of our distribution system disaster recovery strategy and process.

- **Established Procedures –** Each specialty pharmacy facility has in place an emergency plan for maintenance of service to members. Members with anticipated needs and high-utilization members are contacted to plan proactively for factor needs

- **Disaster Recovery Plan –** We also have an established emergency plan in place to provide continued systems support for its specialty clients. All critical business systems are backed up nightly. An off-site provider stores back-up data

- **Alternate Site Dispensing –** Our pharmacies have onsite generators in case of an emergency situation; however, should power outages or other natural disasters limit dispensing from one site, we have the capability to shift dispensing to alternative sites. Back-up generators protect product stability for refrigerated medications. Each pharmacy emergency plan specifies the alternate and secondary alternate, along with phone numbers and key personnel from senior management

PRODUCT SHORTAGES

In the event that a pharmaceutical manufacturer substantially decreases product allocations to us, we will notify AHCCCS and work in conjunction with the treatment center to triage member needs regarding expected usage. Based on mutual agreement, these units will be reserved each month with adjustments made based on individual member needs and actual usage. Special consideration will be given to members with emergency needs and active bleeds.

5.2.1.7.2. Documentation of response time from the receipt of the order to the shipment of medications and supplies to receipt by member;

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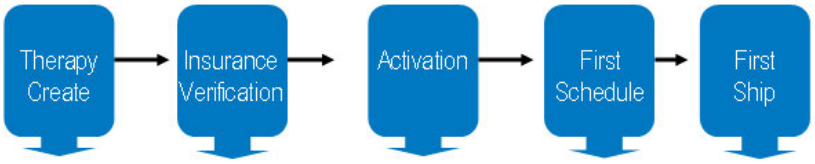

• Referral Receipt	• Communication with Insurer for Coverage Determination	• Coverage and benefit coordination complete and noted	• Review rights & responsibilities	• Expedited delivery type selected to meet requested delivery date and time
• Demographic & other data clarification	• Benefit Coordination • PA Process	• Triage to servicing Specialty pharmacy location	• Verify address and delivery process	
• Enrollment Entry	• Patient Call	• Orders obtained or clarified	• Hour of operation and emergency contact procedure	
• Practitioner Rx Request	• Financial Responsibility Confirmation	• Prescription obtained or clarified	• Therapy overview	
	• Service Review and Questions	• Service coordination reviewed/provided (nursing and/or training	• Critical patient information –Allergies –HT/WT –Other meds –Conditions	
	• Demographic data corrections		• Reorder/supply process	
			• Schedule delivery date and time	

5.2.1.7.3. Packaging, shipping, and delivery procedures to assure safe and timely delivery according to manufacturer guidelines in Arizona's climate extremes;

The majority of specialty pharmacy products dispensed by CVS Health require refrigeration during shipping. In order to ensure product integrity during shipping, we have established standardized packaging and shipping guidelines for each of the products it dispenses. These specifications have been validated and indicate handling requirements, such as the number of frozen gel packs and the type and size of the thermal shipping container. Packing specifications are adjusted for extreme temperatures in transit or at the destination location.

It is important to note that we call the member in advance regarding the expected shipment to determine a convenient delivery time and date. We use UPS to provide reliable and consistent, high-quality services. Our direct computer link with this courier enables us to immediately determine the status of packages, which is a valuable tool for preventing or minimizing product loss resulting from prolonged exposure to temperatures outside of the required parameters.

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5.2.1.7.4. Inventory management of daily demand for anti-hemophilic medications including protocols on the management of short-dated pharmaceuticals (the expiration date is less than 90 days from the current date of dispensing) and maintenance of inventory levels to ensure fulfillment of initial and refill orders;

We stock all commercially available factor products in a broad range of assays to support a high volume of existing hemophilia customers. Our inventory of factor products is broad and contains different assays necessary to optimize assay management to the target dose, and we have been successful and committed to combining assays close to the prescribed doses. We also have the capability to transfer more favorable assays from one pharmacy to another to accommodate inventory needs for different assays. It should be noted that in some cases, manufacturers have limited assay selections available.

Our standard operation procedures are stringent regarding the procurement, distribution and inventory control of hemophilia factor product due to the high cost, relatively short expiration date of the products, and the potential for drug diversion. All products are lot-tracked with frequent physical counts to reconcile amounts to the perpetual inventory system balances.

5.2.1.7.5. Established procedures and responses to product shortages for any reason;

In the event that pharmaceutical manufacturers experience product shortages, we will notify AHCCCS and work in conjunction with the member's treatment center and prescribing physician to triage member needs with expected usage. Based on mutual agreement, these units will be reserved each month with adjustments made based on member needs and actual usage. Special consideration will be given to members with emergency needs and active or life-threatening bleeds.

5.2.1.7.6. Procedures for monitoring and AHCCCS quarterly reporting of the appropriate selection of factor assay versus prescribed amounts within established maximum variances approved by AHCCCS;

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5.2.1.7.7. Management of member's anti-hemophilic and blood disorder medications and supplies to minimize unnecessary stockpiling;

We verify the amount of product the member has on hand prior to each shipment. Product is not sent to members on an auto-ship basis. Verifying the number of doses assists the Hemophilia CareTeam in evaluating the member's compliance with the prescribed treatment plan. The number of bleeds from the prior shipment also is tracked to validate the need for additional product or to identify improper use and prevent stockpiling. The individual profile reports assist the pharmacist in this assessment. If improper use of product is suspected, the pharmacist reviews appropriate use or technique with the member or caregiver. Additional training may be required by a nurse to properly educate caregivers on self-administration, reconstitution, or other care issues. Our clinical team works closely with the various hemophilia treatment centers by providing valuable feedback to physicians for effective management of their hemophilia members.

5.2.1.7.8. Medical waste removal and disposal for members; and

We provide many other services to improve the lives of people we serve. Our postage pre-paid, pre-addressed waste disposal kit (by Sharps Compliance, a leader in the disposal of medical waste) program provides a convenient, easy-to-use method of disposing of the medical waste resulting from hemophilia treatment administration. Upon initiation of service with our specialty pharmacy, each of our members receives a New Patient Guide that includes important information about us and the services we provide, and educational material about the products the member will receive and appropriate administration including the safe disposal of medical waste. The member/caregiver receives the 'Sharps Disposal by Mail System' in their first order of factor and supplies. When full, the member/caregiver seals the Sharps container, places it into the pre-paid impervious cardboard mailing containers, and takes it to their local post office.

If the member or caregiver is homebound, they can contact specialty pharmacy representative who will arrange for pickup of the package at the individual's home. Upon receipt, Sharps documents the receipt, weight, and destruction of the medical waste and electronic proof of this destruction is provided back to us.

5.2.1.7.9. Emergency delivery service procedures, tracking and response logs/times.

We understand the need for timely deliveries for hemophilia members. The following are our established procedures for ensuring the delivery of hemophilia factor and other products within a 24-hour timeframe:

We have pharmacists on call after hours and on weekends and holidays to respond to emergency requests. In addition, we maintain agreements with the national carriers and local couriers to respond to emergencies if needed for both members and hospitals

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- To minimize emergency room visits because of lack of hemophilia factor product in the home, we place regularly scheduled outbound calls to members based on their individual treatment plans. The Pharmacy Service Representative educates the member on appropriate product levels according to the member's diagnosis and severity. Inventory and supplies are reviewed with each call to verify compliance with the physician's treatment plan and response to therapy

- Because of the expense and temperature sensitivity of hemophilia products, all packages are tracked to the member's home to ensure that product is delivered and that the shipping conditions have maintained the integrity of the medication.

5.2.1.8. Provide a detailed description and examples of proposed quarterly clinical, statistical, and financial analyses. Include the following at a minimum:

5.2.1.8.1. Assessment, reporting, and consultation with AHCCCS on current and future trends regarding the use of prescribed anti-hemophilic agents;

[redacted]

5.2.1.8.2. Identification of trends that may be a result of over or under-utilization of anti-hemophilic agents;

[redacted]

5.2.1.8.3. Documentation of members' treatment compliance;

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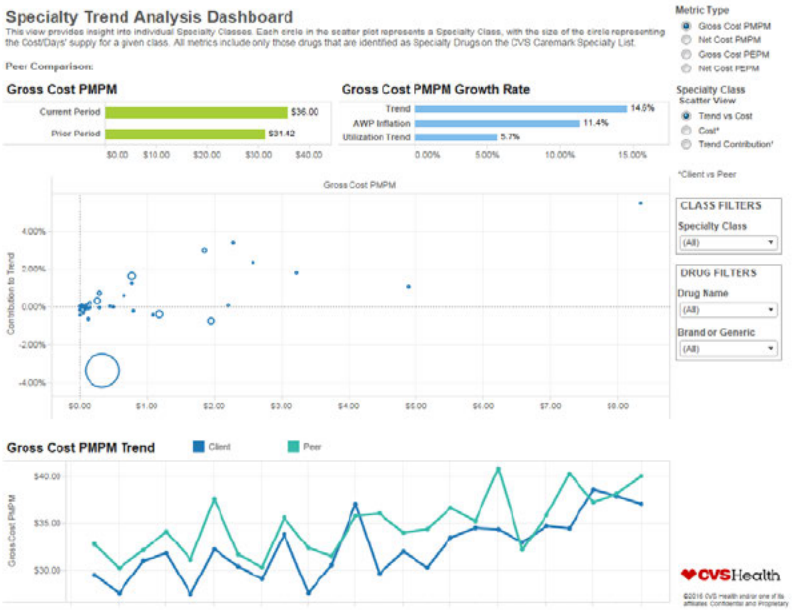

5.2.1.8.4. Documentation including claims data per member, data trends in utilization and costs, and cost control strategies; and

[redacted]

5.2.1.8.5. Documentation of scheduled and emergency shipping and delivery times of anti-hemophilic and other blood disorder medication, related products and supplies.

The status of a referral can be seen in our computer system at any time throughout the dispensing process by specialty staff, who can communicate the status to the member, physician, or referral source, as appropriate.

Additionally, we track all shipments electronically to ensure receipt of the package. The standard method of shipping hemophilia factor and Immunoglobulin products is by UPS.

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5.2.1.8.6. Utilization reports by product, member, and prophylaxis/non- prophylaxis use.

[redacted]

5.2.1.9. Describe the process for transitioning members who are required to meet the 340B Covered Entity relationship requirements.

The 340B Covered Entity must demonstrate that the one-to-one relationship between the patient, the covered entity and the prescribing clinician has been met in order to be compliant with the 340B Program requirements, if applicable to the Offeror.

This is not applicable because CVS Health is not acting as a 340B entity for purposes of this RFP.

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