

Reduction in Aged SP Pending Referrals and Network Contraction Drives \$11M+ in Revenue

SITUATION

A small pharmaceutical manufacturer commercialized a product in a large disease state. They had a large limited specialty pharmacy network and were seeing issues with a backlog of pending referrals (>20% of total referrals).

The manufacturer hired Archbow to:

- Optimize the SP network to improve KPIs and reduce operational expenses
- Determine the root cause of the pending referrals and address remediation with the SP network

APPROACH

- Archbow aligned with internal stakeholders to review the current SP network
- Low-performing partners were identified
- Baseline pending referral data was established and a patient cohort was followed over 4+ weeks
- A process was developed for the SPs to address pending referrals in an attempt to “clear” them
- Monitoring tools were established to track progress and movement through the patient journey
- Data provided by the SPs were reviewed manually to identify reasons for patients not starting therapy
- Core issues for unfilled prescriptions were identified, including data inconsistencies, prior authorization delays, unsuccessful contact with patients or prescribers, and affordability concerns
- Archbow built plans to improve conversion rates and mitigate future backlogs of pending referrals

RESULTS

- The manufacturer saved \$700k+ annually in operational expenses due to SP network contraction
- In less than 2 months, the manufacturer was able to rescue 25% of pending referrals, amounting to an initial \$11M+ revenue boost for the year
- Reporting gaps with the data aggregator, that varied from SP to the HUB, were identified and remedied
- Recommended action plans and contractual language were leveraged to mitigate future obstacles to access
- Archbow effectively established a protocol for future success that the manufacturer could implement with their existing team

Archbow Consulting's Strategic Dispensing Strategies

Navigate the Rapidly Evolving Specialty Pharmacy Market With a 360-Degree Approach



STRATEGIC SUPPORT

- Specialty Pharmacy Network Design
- Market Landscape Assessments
 - Industry Trends
 - Competitive Intelligence
 - Real-World Benchmarking
 - Market Research and Advisory Boards
 - SP 101 Market Insights
- Strategic Planning and Ideation
- Global Supply Chain and Market Access
- Market Positioning
- Fair Market Value
- Operations and Technology Assessments
- Financial Modeling
- Biosimilars
- Asset Evaluation and Due Diligence Support



TACTICAL SUPPORT

- RFP Management and Vendor Selection
- Contract Review and Negotiation
- SP Onboarding
- Network and Program Implementation
- Program Management
- Data Definitions, Analysis, and Insights
- Quality Management
- Program Optimization
- SP Performance Monitoring and Analysis
- IDN Specialty Pharmacy Assessment and Optimization

Archbow's specialty pharmacy team is powered by respected leaders with unparalleled strategic and tactical experience

ARCHBOW'S SPECIALTY PHARMACY TEAM INCLUDES FORMER:

- President, US Bioservices
- Heads of Business Development, Accredo/CuraScript, McKesson Specialty Pharmacy, and Biologics
- SVP Operations, ivpcare
- SVP, Patient Services, Sonexus
- Global Head of Strategic Market Development, Accredo/CuraScript
- Account Manager/Business Analysis and Reporting Analytics, Accredo/CuraScript
- Pharmacy Operations Managers, ivpcare, Lash PAP, HealthBridge PAP

