

# Clinical Pharmacy Services

Medicaid agencies need to deliver quality care and provide positive outcomes to members while simultaneously controlling rising drug costs. Our clinical pharmacy experts employ multiple pharmacy management strategies—including formulary management, prior authorization, and step therapy initiatives—to help empower Medicaid agencies to do reach that goal.



**ForHealth Consulting™ at UMass Chan Medical School's** innovative and independent clinical pharmacy management program ensures that our Medicaid clients provide the right level of pharmaceutical care and support to their members. We combine pharmacy intelligence and data analysis with evidence-based medicine reviews—plus decades of policy, clinical, and operational experience—to provide a state-of-the-art drug benefit solution.

## The Challenge

For many Medicaid programs, staying up to date on drug pipeline and protocol changes to make sound clinical and financial decisions for their members' care is a constant struggle. Additionally, trying to ensure optimal care and treatment as they balance escalating drug costs has, at times, created mistrust between the Medicaid programs and their pharmacy benefit management vendors. Knowing that rebates, prices, and fees do not incentivize an independent clinical pharmacy resource like ForHealth Consulting provides the Medicaid program with the confidence to make informed and equitable decisions.

## How ForHealth Consulting Can Help

### PRESCRIPTION PIPELINE SERVICES

- Monitor more than 400 drugs in the late stages of development by providing clinical information, including place in therapy, to proactively plan formulary management.
- Project the impact of new drug approvals on pharmacy spend by using a comprehensive clinical and financial assessment of the drug pipeline.
- Determine the total cost to treat a patient population with new drugs with our budget impact forecasting services, customized to patient populations with claims data analysis.
- Gain invaluable intelligence, eliminate cost and treatment surprises, and proactively manage formulary through pipeline analysis activities.

### FORMULARY MANAGEMENT

- Ensure clinically sound, cost-effective medication therapy and positive therapeutic outcomes for patients by impacting provider prescribing and dispensing practices.
- Conduct therapeutic class reviews, develop new drug monographs, and implement drug utilization review programs for the development and management of a robust formulary.

### CLINICAL CONTACT CENTER ACTIVITIES

- Enhance formulary compliance and ensure good patient outcomes through our clinical contact center services, where our pharmacists actively engage with providers and patients.
- Drive prescribing to less costly alternatives and improve quality of care by utilizing prior authorization and provider outreach, which can reduce medication interactions and minimize side effects through increased member medication compliance.

## Our Impact

- ✓ We have processed more than **1.2 million prior authorizations** for one Medicaid client within a **24-hour turnaround time**, ensuring timely access to medications for members.
- ✓ We predicted a budget impact of **more than \$200,000** for the 27,000-member organization, empowering a prescription assistance program to financially plan for incorporating new drugs into its formulary based on the treatment needs and disease states of its patient population.
- ✓ Our current therapeutic class review library—**featuring over 200 classes**—helps educate Pharmacy and Therapeutics and formulary management stakeholders on the optimal use of drugs in a drug class to maximize the rebate revenue or ensure the least costly therapeutic alternatives are used.

### Our Solutions ensure a WIN-WIN-WIN for all involved:

- Members receive equitable care through enhanced patient engagement and adherence to an appropriate medication regimen.
- Medicaid programs can see a lower overall spend for drug costs through proactive formulary management and prior authorization activities.
- Providers are supported with clinical expertise and prescribing guidance through the clinical call center and provider outreach support.

## Why Choose ForHealth Consulting?

Our highly experienced, multidisciplinary team—including pharmacists, pharmacy technicians, physician advisors, and data and research professionals—understands today's rapidly evolving healthcare environment. Our innovations help our clients achieve the highest-quality patient outcomes while ensuring the cost-effectiveness of their pharmacy benefit programs, even as expenses rise and budgets tighten. Since 2001, we have produced a cost avoidance of hundreds of millions of dollars annually for our clients through effective formulary management.

We leverage world-class expertise and deep experience to create transformational solutions across the health and human services system, from payment and financing to clinical practice and information management. We know that to make healthcare truly equitable, effective, and accessible, we need to address every aspect of the system—how we pay for it, how we manage information, and how we deliver quality care to everyone.

**Most of all, we believe in diversity and inclusion, and the power of a shared purpose; together, we can make healthcare better. Better for all of us.**

### CONTACT:

#### Jessica Carpenter

Associate Executive Vice Chancellor, Market Growth & Transformation

Email: [Jessica.Carpenter@umassmed.edu](mailto:Jessica.Carpenter@umassmed.edu)