

A 21ST CENTURY PHARMACY

Mail-Service Pharmacy Is a Convenient, Reliable, and Affordable Option for Patients to Safely Access Prescription Drugs



How does mail-service pharmacy work?



Patients may first use their local pharmacy to fill a new prescription. If the prescription is for a chronic condition, patients will often fill the first several prescriptions at their local pharmacy.



Once stabilized on the medication(s), patients can choose to use a mail-service pharmacy for home delivery.



Mail-service pharmacies typically dispense 90-day supplies of medication(s), which are filled and shipped usually within 3 to 5 business days or, depending on patients' needs, 24 to 48 hours.



If patients have more than one prescription, they can request delivery be synchronized so that all are delivered on the same day.

Why choose mail-service pharmacy?



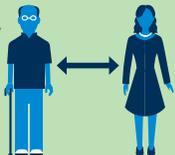
Numerous benefits, including **improved health outcomes from better adherence¹ and avoidance of acute care episodes²; greater safety** through higher dispensing accuracy; and **cost savings** from increased use of generics.



Having regularly needed medication(s) delivered by mail is **more convenient**, particularly for individuals with chronic conditions and those in rural communities, and may promote adherence for patients with restricting health conditions or limited transportation.



Throughout the **COVID-19 pandemic**, mail-service pharmacy has helped Americans safely access their prescriptions while sheltering at home or practicing physical distancing.



Pharmacists and patient care advocates often **are available 24/7** to provide confidential counseling.

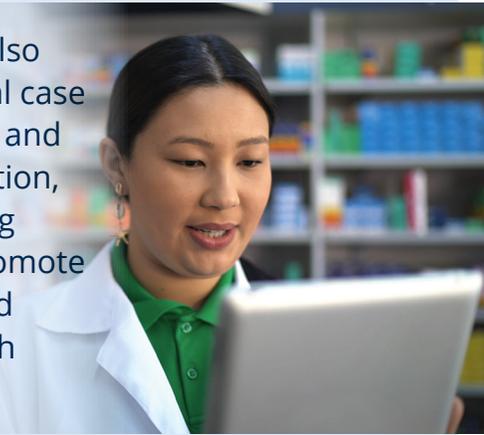




Mail-service pharmacy: enhancing safety and accuracy

Before mailing a prescription, mail-service pharmacies electronically review the patient’s medication(s) to detect any potentially harmful adverse drug reactions — even when the patient uses several pharmacies.³

Pharmacists also provide clinical case management, and patient education, and counseling services to promote adherence and improve health outcomes.



Computer-controlled quality processes, robotic dispensing, and advanced workflow practices allow mail-service pharmacies to fill large quantities of prescriptions with 23 times greater dispensing accuracy to reduce potential medication errors to virtually zero (0.075% error rate).⁴

- 1 Elena V. Fernandez, Jennifer A. McDaniel, Norman V. Carroll, “Examination of the Link Between Medication Adherence and Use of Mail-Order Pharmacies in Chronic Disease States,” *Journal of Managed Care & Specialty Pharmacy* (November 2016) Vol. 22, No. 11: 1247-1259.
- 2 Acute care episodes may include emergency room visits and rehospitalizations. See Julie A. Schmittidell, Andrew J. Karter, Wendy T. Dyer, James Chan, and O. Kenrik Duru, “Safety and Effectiveness of Mail Order Pharmacy Use in Diabetes,” *American Journal of Managed Care* (November 2013).
- 3 In such cases, mail-service pharmacies operated by PBMs do not have purview into competitively sensitive information of their competitors (e.g., pharmacy pricing, reimbursement data, etc.).
- 4 A highly automated mail-service pharmacy can achieve a dispensing error rate of less than one error per 1,000 prescriptions. In contrast, retail pharmacies had an average error rate of one in 50 prescriptions. See J. Russell Teagarden et al., “Dispensing Error Rate in a Highly Automated Mail-Service Pharmacy Practice,” *Pharmacotherapy: Official Journal of the American College of Clinical Pharmacy* (2005) Vol. 25, No. 11: 1629-1635.
- 5 Visante, “Mail-Service and Specialty Pharmacies Will Save More than \$300 Billion for Consumers, Employers, and Other Payers Over the Next 10 Years” (September 2014).
- 6 Office of Inspector General, U.S. Department of Defense, “The TRICARE Mail Order Pharmacy Program Was Cost Efficient and Adequate Dispensing Controls Were in Place” (July 2013).
- 7 CMS, “Part D Claims Analysis: Negotiated Pricing Between General Mail Order and Retail Pharmacies” (December 2013).
- 8 Pharmacy Benefit Management Institute, “2018 Trends in drug Benefit Design” (February 2019).
- 9 Op. cit, Visante (September 2014).



\$59.6

billion saved
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Mail-service pharmacy saves money

- ➔ Along with improved clinical outcomes and increased safety, accuracy, and adherence, mail-service pharmacies could save consumers, employers, and other health plan sponsors **\$59.6 billion over 10 years.**⁵
- ➔ Both the Department of Defense and Centers for Medicare & Medicaid Services found costs at mail-service pharmacies were less, with **savings of 16.7% for the TRICARE program and 16% in Medicare Part D.**^{6,7}
- ➔ Based on a national survey of employer plan sponsors, the **median mail-service pharmacy discount on brand drugs is 3 to 5 percentage points better.**⁸
- ➔ The use of mail-service pharmacy may lead to **savings of up to 1.2% on overall drug costs.**⁹

