

Field Reimbursement Outsourcing







Fast and flexible deployment of healthcare provider and patient reimbursement teams

Today's complex reimbursement environment

The access and reimbursement journey is often challenging to navigate, especially when it comes to expensive specialty therapies. Providers and patients need reimbursement by payers for treatment and because of the cost associated with novel specialty therapies, payers tend to erect a series of requirements and processes that slow patients' journey to initiating and staying on medically necessary therapies.

During the initial months of a product launch, finding ways to overcome those hurdles is time sensitive, and maintaining field reimbursement presence is critical.

Reimbursement challenges

-  Intricate and confusing prior authorization requirements
-  Intensive step edit requirements
-  Comprehensive documentation essential for reimbursement
-  Payers applying stricter approaches towards managing drug utilization, including formulary exclusions
-  Multitude of processes for patient support program enrollment
-  Increasingly complex and/or stringent distribution channels

Navigating reimbursement hurdles can be baffling. Provider offices often have limited resources for overcoming them. Given these realities, how can pharmaceutical manufacturers overcome reimbursement barriers during launch? The answer to addressing these challenges is leveraging the support of specialists: field reimbursement managers and patient access liaisons.

Field reimbursement managers (FRMs)

Minimize access and reimbursement hurdles for patients and providers to optimize journeys by reactively supporting case management escalations and proactively educating healthcare providers (HCPs) and offices on priority access and reimbursement issues.

Patient access liaisons (PALs)

Provides logistical, non-medical educational assistance to patients and caregivers. Educates patients on steps required to gain access to therapy and develops appropriate plan of action to empower the patient/caregiver to be their own advocate.

The IQVIA difference



People

IQVIA collaborates with you to provide a solution that would have people, processes, and technology up and running – fast. If your organization is planning to outsource an FRM program, consider evaluating prospective partners on four key areas: People, process, technology, and partnership approach.

Using our well-honed screening and interviewing process, IQVIA selects candidates with the competencies and skills necessary to be successful from day one. The beauty of any outsourcing arrangement is the ability to scale as business needs change. However, while some partners restrict a client's ability to retain talent at the end of an outsourcing engagement, IQVIA's FRM outsourcing model makes it possible to hire FRMs as full time.



Process

IQVIA's solutions include standard operating procedures and other proven resources for quickly implementing a compliant FRM program. These prebuilt processes provide a significant jumpstart, including addressing relevant local laws and regulations. In fact, just six weeks after an organization formulates an agreement with us, we can have FRMs on the ground interacting with HCPs and helping clear payer hurdles so patients could start on therapy.



Technology

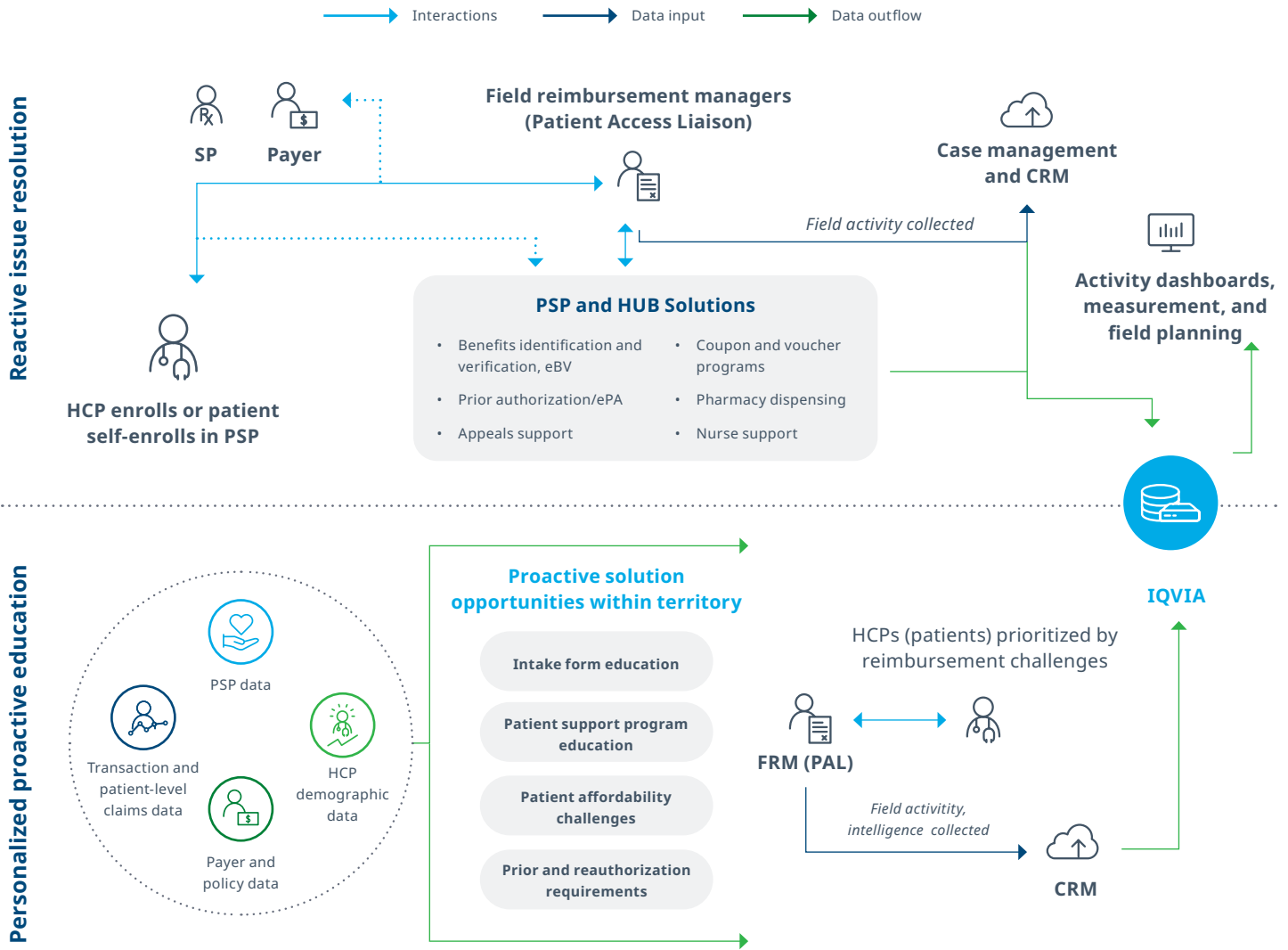
IQVIA uses an FRM case management platform built with the reimbursement team in mind that puts the onus on us, not you. The platform has been designed not only to be deployed rapidly but also to help FRM teams measure achievements against objectives. Basic spreadsheets simply can't match the automation and visibility of our purpose-built platform powered by connected intelligence. Our platform gives reimbursement teams insights to provide proactive education personalized to HCP offices.



Partnership

Each client, therapeutic area and brand faces distinctive challenges. We listen carefully to tailor an FRM program to your unique situation and therapeutic. We also work in true partnership. Throughout an engagement, we offer education on the nuances of FRM program management. So, whether you choose to bring the capability in-house or continue to outsource, we will bring you greater insights to the process – and deliver greater value for your organization.

IQVIA's approach to patient support



Contact us to clear reimbursement hurdles today

Everything we do is designed to help our clients clear today's hurdles while building a strong and sustainable foundation for the future. How could IQVIA help your organization create (or improve) an FRM program so patients get and stay on therapy? Contact us to explore what's possible!



Discover new insights, drive smarter decisions, and unleash new opportunities with the power of **IQVIA Connected Intelligence**



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