Launching a Centralized Financial Assistance Team – Increasing Medication Access
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OBJECTIVES
(1) Establish a dedicated MPAP team of 4 fulltime pharmacy technicians. (2) Launch an EMR (Epic) module tailored for MPAP requests, tracking, and reporting. (3) Provide KPI metrics that demonstrate efficacy and sustainability.

METHODS
Established 4 FTE Pharmacy Tech Specialists exclusively for MPAP as of 2/2022. Funding split – 1 FTE Clinic, 1 FTE Pharmacy, 1 FTE 340B, & 1 FTE additional proof-of-concept.

EPIC FA Module Launched 5/2/2022: Provided a standardized way to request FA on patients (FYI Flag). Directly fed into a worklist, that could be sorted and work-shared. Allowed tracking tools in a dashboard, workbench report, and exportable reports. Permitted patients to self request using MyChart (MyScripps). EMR storyboard with visibility for every patient to show FA status. Standard work for MPAP team. Potential to generate automated reports for renewal season.

RESULTS
Scope of Scripps MPAP Team:
- Pharmacy benefit medications (self-administered)
  - Filled at our retail & closed-door specialty pharmacies.
  - Filled at any outside pharmacy if prescribed by a Scripps provider.
  - Discharge/transition medications for patients leaving hospital stay at Scripps.
- Medical benefit medications (infusions/clinic-administered)
  - Given at a clinic office, clinic infusion center, or HBOI center owned by Scripps.

Access to prescription medications is often contingent on the ability of patients to pay their out-of-pocket share of cost (OoP). In January of 2018, Scripps Health launched a Centralized Medication Prior Authorization (CPA) team. This 14 FTE CPA team provided a streamlined approach to PA submission and maximized insurance coverage. However, an increasing number of patients were unable to pay OoP copays even with PA approvals. Therefore in 2022, a second team of 4 FTE was formed to process submissions for medication patient assistance programs (MPAP).

MPAP was shown to be sustainably self-funding, in addition to the patient/community benefit, and system-wide KPI success.

CONCLUSIONS
The launch of a centralized MPAP team & EMR module was highly successful for Scripps Health. In FY2023, four dedicated FTEs were able to process 2,705 MPAP cases with a theoretical maximum value of tens of millions of dollars. The actual capture for FY2023 at Scripps closed-door specialty pharmacy exceeded $500K, of which more than $300K was oncology medication. This demonstrates the 4 FTE are self-sustaining and provide essential services to patients who otherwise would face financial barriers to vital medications.

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