

Background

Due to the exponential rise in the cost of specialty oncology medications in the last decade, financial toxicity has become a major barrier to treatment access. Racial/ethnic and socioeconomic factors also increase the potential inability to afford medication treatment.

Though many manufacturers offer free drug assistance to eligible patients in need, this application process is complex, cumbersome, and can often take weeks to get approved, leading to confusion, frustration, anxiety and decreased compliance to treatment.

AON's Challenge

AON Pharmacy has a team of patient assistance technicians to help navigate a patient through the free drug process, including multiple portals, completing/mailing paper forms, and a cumbersome, manual process to monitor medication approvals.

AON Pharmacy identified 3 specific areas where streamlining/automating would improve the efficiency of the process and potentially get patients access to medications faster:

- Remove paper-based, manual processes in the application completion workflow
- Expedite manufacturer application submission
- Electronic application status checks

The Solution

AON Pharmacy contracted with RxLightning to launch a streamlined enrollment workflow.

Key capabilities of the RxLightning platform include:

- Single portal for multiple manufacturers
- Up-to-date, digital form library
- Digital submission and status updates
- Digital consent collection when permissible
- Insurance coverage check

In 2023, AON initiated over 3,000 digital enrollments utilizing the RxLightning platform. Compared to 2,700 in previous year.

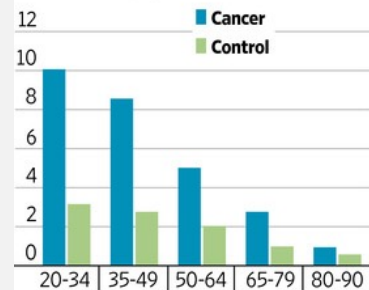
Results

Using RxLightning, AON Pharmacy achieved a **>50% reduction** in enrollment submission time (Avg. <5 days vs. >10 days) – with some turnaround times in as few as 1-2 days.

Additionally, AON achieved an **80% reduction** in time to provide patient consent to Mfrs. (2.38 days vs 11.02 days) with 40% of consents collected in < 1 hour

Financially Ailing...

Bankruptcies per 1,000 person-years were far higher for cancer patients than control groups, western Washington state, 1995-2009, by age



Note: People in the control groups were matched to cancer patients by age, sex and ZIP Code of residence. Source: Scott Ramsey et al., Health Affairs, June 2013

And Stressed About It

The percentage of surveyed working-age cancer survivors who said they:

- 64% Ever worried about paying large bills related to cancer
- 34% Had to borrow money or go into debt*
- 3.1% Ever filed for bankruptcy*
- 40% Had to make any other kinds of financial sacrifices*

Among those who reported going into debt, the percentage who said they:

- 87% Ever worried about paying large bills related to cancer
- 9.1% Ever filed for bankruptcy*
- 68% Had to make any other kinds of financial sacrifices*

*Because of their cancer, its treatment or the lasting effects of that treatment. Source: Analysis of data from the Livestrong 2012 survey by Matthew P. Banegas et al., Health Affairs, January 2016; 4,719 total respondents; 1,583 respondents who reported going into debt

Patient Consent Capture

*2022-2024 Data

	Started	Submitted	Completion Rate	Avg. Time to Complete (Days)
SMS/Email	1232	2861	91%	2.45
Mail	1330	981	74%	11.02

Time to Submit (by Calendar Quarter)

	Enrollment Submission to Approval
2022	9 days
2023	6.7 days

Conclusion

AON Pharmacy's use of the RxLightning solution significantly reduced hurdles in the application submission process, improved speed-to-therapy, and enabled access to affordable care.

"Financial toxicity is a significant barrier to medication access, especially for patients being treated for cancer. AON Pharmacy, working with RxLightning, has been able to substantially impact patient lives by increasing the efficiency of obtaining assistance and reducing the time for patient access to their specialty medications."

Doug Braun, Senior Pharmacy Director, AON