

Case Study: Exceeding Expectations in Patient Care

“The Provider Experience Manager came to my rescue and helped me work with my doctor’s office and the co-pay card program. They also helped me secure a grant to cover the cost of the medicine so I wouldn’t have to pay out of pocket. Who does this anymore?! An angel does this.”

- Marianne S., AcariaHealth Patient






Image is for illustrative purposes and does not represent the actual patient.

Background: Marianne, a Hepatitis C patient, was prescribed Epclusa by her physician to treat the infection and her insurance provider referred her to a specialty pharmacy who struggled to get her prescription in time to adhere to her advised treatment plan.

As a result of the delays, she would need to restart her treatment regimen and risk spreading the infection. Dissatisfied with the experience at the referred specialty pharmacy, her physician connected her with AcariaHealth for assistance in getting her prescription fulfilled.

Experience: A designated AcariaHealth Provider Experience Manager (PEM) was introduced to serve as a single point of contact and bridge the gap between patient care and specialty pharmacy services. The PEM collaborated with the patient’s physician to collect all necessary records needed to fill her prescription and expedite the referral through our specialty pharmacy operations team.

Outcomes:

-  PEM proactively identified and assisted patient with enrolling in a copay assistance program
-  With the help of financial assistance, the patient was able to avoid additional out-of-pocket expenses, making treatment more affordable
-  Through the expedited process, AcariaHealth enabled the patient to adhere to her prescribed treatment plan, leading to better health outcomes

Transforming Lives With Compassionate Care

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