

# Specialty Medication Program



Payer Matrix is a US-based Specialty Drug Cost Containment provider who partnered with your employer to address the growing cost related to specialty medications. Our advocacy model successfully procures alternative funding for high-cost medications and reduces the overall prescription drug cost to the company and member. We leverage various forms of assistance programs, including manufacturer patient assistance, copay assistance, and other alternate sources to achieve these goals.

## About Us

Payer Matrix was founded in 2016 as we saw a critical need for a solution to address the rising specialty drug costs and their impact on plan budgets. Our experience gives us the unique ability to provide specialized patient advocacy services and ultimately reduce the drug spend to the plan in a meaningful way. As a company, we've invested in our people, infrastructure, and processes to ensure consistent and quality service. We employ over 115 full-time staff dedicated to alternative funding and member services, operating out of four office locations providing nationwide coverage. All services are performed in-house by Payer Matrix employees, and no member services are subcontracted.

## Focus on Specialty

Specialty medications have provided significant clinical breakthroughs in a variety of disease states, but that clinical success came with a very high price tag. Our patient advocacy program specifically addresses specialty drugs for both the pharmacy and medical benefits and provides significant potential cost savings to the plan and membership.

## Best-in-Class Service

Our team of Reimbursement Care Coordinators are at the heart of our operations and work directly with members, plan sponsors, physicians, and other providers to provide concierge-level patient advocacy resulting in best-in-class member experience. Members experience a seamless transition to our program and clinical treatment plans remain the same – there is no compromise in clinical care whatsoever.

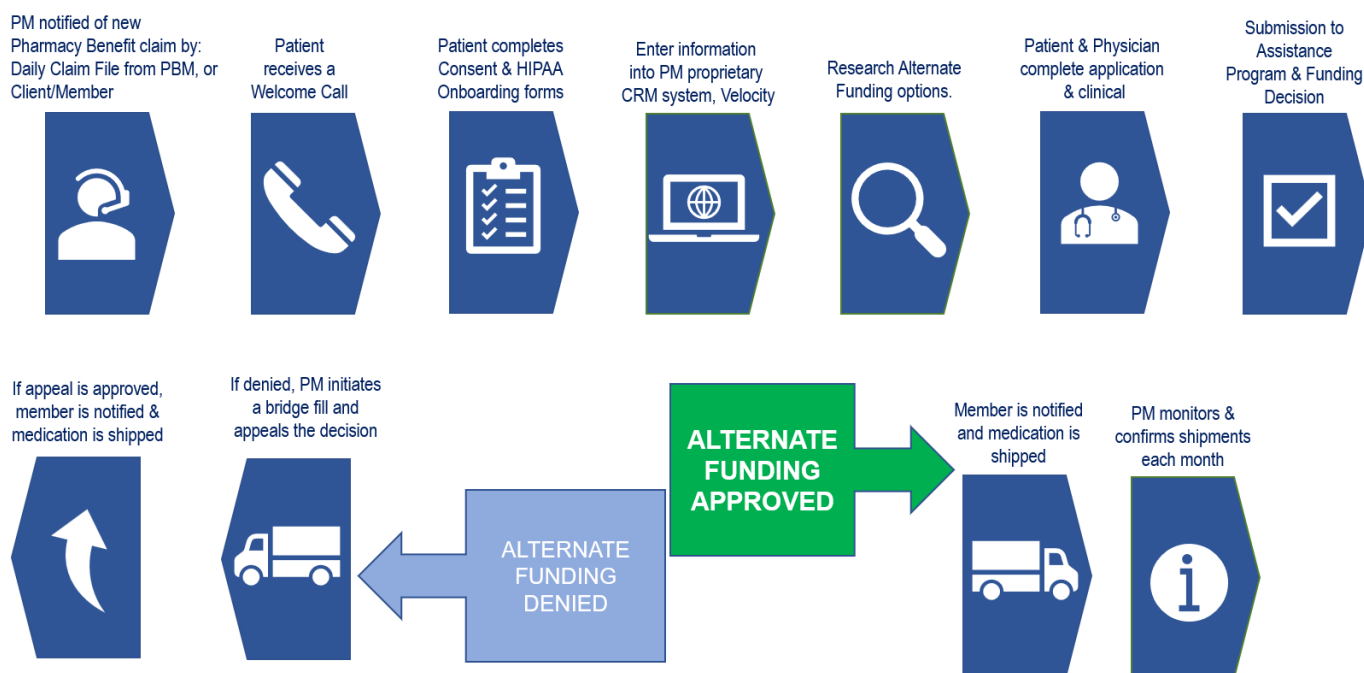
Reimbursement Care Coordinators work directly with your Pharmacy Benefits Manager, Magellan Rx, to coordinate services regarding your prescription. We work very closely with each member during the eligibility process, initial prescription fill, and additional refills as well. Our coordinators are experienced and several have clinical background (pharmacists, nurses, and technicians) resulting in an optimal experience for each employee.

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## Comprehensive High-Touch Customer Service

Below is a summary of the steps involved in the process, and how Payer Matrix will coordinate with each member and prescriber. We are here every step of the way and will ensure a seamless prescription experience.



## Frequently Asked Questions

### Overall Process

#### **Q: Is my medication still covered?**

A: The method of obtaining the medication has changed. Instead of going through the Pharmacy Benefit Manager, Magellan Rx, fulfillment will now go through Payer Matrix.

#### **Q: Who do I contact with questions?**

A: Please contact Payer Matrix's Customer Service Team at (877) 305-6202, 900AM – 730PM EST.

#### **Q: What information is Payer Matrix allowed to share regarding the HIPAA consent form?**

A: The HIPAA consent form is for Specialty Rx Advocacy purposes only.

### Program Criteria

#### **Q: What are example criteria to qualify for these programs?**

A: Each medication and program may have different requirements, but they may include: Income, Clinical Appropriateness (diagnosis/indication), Medical Necessity, Age Requirements.

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**Q: What if my income is too high to qualify? Do I still have to work with Payer Matrix and go through the program?**

A: Payer Matrix is now the interface for all specialty medications. Coverage under the benefit is the same for all employees regardless of pay. Therefore, all employees seeking benefits must go through the same process.

**Q: Do I have to provide financial information?**

A: Financial information may be required at times as part of the application process if there is an income threshold requirement for the manufacturer. Not all manufacturers request financials on the application. Typically, the last two pay stubs for the member and spouse are required. Payer Matrix and the manufacturers do not share your information and communicate through a secure, encrypted electronic connection.

## Privacy and Security

**Q: How does Payer Matrix use my data?**

A: We collect required prescription and financial information to help match you with patient assistance programs. We are a HIPAA-compliant organization and take the utmost precautions with your data.

**Q: How does my company work with Payer Matrix?**

A: Payer Matrix has a Business Associate Agreement (BAA) that allows us to share data and help lower the cost of your prescription medications.

**Q: Is my data stored securely?**

A: Yes! All your data is stored on our proprietary system, Velocity. Velocity uses secure servers backed by Amazon Web Services (AWS) with additional security measures. Velocity is constantly being upgraded with the latest security features and has undergone external security audits.

**Q: Can I request a copy of my information?**

A: Yes, you can email [customerservice@payermatrix.com](mailto:customerservice@payermatrix.com) to request a copy of your records.

**Q: How will I receive information from Payer Matrix?**

A: We prefer to send information to members via FedEx or fax, as the forms often contain PHI and require signatures. We will also provide a prepaid FedEx label for any return documents. Upon request, we will email members utilizing a secure, encrypted email service.

**Q: Is my electronic data transmitted securely?**

A: Yes! We take the security of our patient information very seriously. Payer Matrix partners with Paubox® a HITRUST certified vendor, to provide you with a secure email service. All email is encrypted in transit and our corporate security policy ensures all devices are encrypted as well.

**Q: Why are some forms pre-populated?**

A: As part of our customer service, we normally complete as much information as possible on the application forms. We do this to make the process easier for our members as we help you navigate through the application process.

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## Payer Matrix Specialty Drug List

As of March 2022

Specialty Brands						
Abraxane	Complera	Glassia	Libtayo	Ozurdex	Skyrizi	Vectibix
Actemra	Copiktra	Gocovri	Lonsurf	Padcev	Soliris	Velcade
Acthar	Corifact	Haegarda	Lorbrena	Palforzia	Somatuline	Veletri
Adcetris	Cosentyx	Harvoni	Lucentis	Palynziq	Somavert	Vemlidy
Addcirca	Cotellic	Hemlibra	Lumakras	Pegasys	Sovaldi	Venclexta
Adempas	Creon	Herceptin	Lumizyme	Perjeta	Spinraza	Verzenio
Afinitor	Crysvita	Humatrope	Lupron	Pertzye	Sprycel	Vimizim
Afstyla	Cuvitru	Humira	Luxturna	Pifeltro	Stelara	Viracept
Aimovig	Danyelza	Hyqvia	Lynparza	Piqray	Stivarga	Vitrakvi
Akynzeo	Darzalex	Ibrance	Makena	Plegridy	Strensiq	Vivitrol
Alecensa	Daurismo	Iclusig	Margenza	Pomalyst	Stribild	Vonvendi
Alimta	Delstrigo	Idelvion	Mavenclad	Praluent	Sucraid	Vosevi
Alprolix	Descovy	Idhifa	Mavyret	Prevymis	Sutent	Votrient
Alunbrig	Dovato	Ilaris	Mayzent	Prezcobix	Symdeko	Vpriv
Apokyn	Dupixent	Ilumya	Mekinist	Prezista	Symtuza	Vumerity
Aptiom	Edurant	Iluvien	Mektovi	Procrit	Synagis	Vyndamax
Aralast	Eloctate	Imbruvica	Mononine	Procysbi	Tafinlar	Vyondys 53
Aranesp	Emflaza	Imcivree	Mvasi	Prolastin	Tagrisso	Wakix
Arcalyst	Empliciti	Imfinzi	Natpara	Prolia	Takhzyro	Xalkori
Aristada	Enbrel	Imlygic	Nerlynx	Promacta	Taltz	Xeljanz
Asparlas	Enhertu	Increlex	Neulasta	Pulmozyme	Talzenna	Xeloda
Atripia	Entyvio	Inflectra	Neupogen	Radicava	Targretin	Xeomin
Aubagio	Envarsus	Inlyta	Nexavar	Rapamune	Tasigna	Xermelo
Austedo	Epclusa	Isentress	Ninlaro	Ravicti	Tavalisse	Xgeva
Avastin	Epidiolex	Jadenu	Nivestym	Rebif	Tecentriq	Xolair
Avonex	Epogen	Jakafi	Norditropin	Reblozyl	Tepezza	Xospata
Avsola	Erbix	Jivi	Nothera	Remicade	Tepmetko	Xpovio
Bendeka	Erivedge	Juluca	Nplate	Remodulin	Thalomid	Xtandi
Benlysta	Erleada	Juxtapid	Nubeqa	Renflexis	Thiola	Xyrem
Berinert	Esbriet	Jynarque	Nucala	Repatha	Thiola Ec	Xywav
Besremi	Evenity	Kadcyla	Nulojix	Retacrit	Tibsovo	Yervoy
Betaseron	Evrysdi	Kalbitor	Nutropin	Retevmo	Tivicay	Yescarta
Biktarvy	Exondys	Kalydeco	Nuwiq	Revatio	Torisel	Yondelis
Bosulif	Extavia	Kanjinti	Nuzyra	Revcovi	Tracleer	Yonsa
Botox	Eylea	Kanuma	Ocaliva	Revlimid	Trazimera	Zaltrap
Braftovi	Fabrazyme	Kesimpta	Ocrevus	Reyataz	Trelstar	Zarxio
Breyanzi	Fasenra	Keveyis	Odefsey	Rinvoq	Tremfya	Zejala
Brineura	Feiba	Kevzara	Ofev	Rituxan	Trikafta	Zelboraf
Briviact	Firazyr	Keytruda	Omnitrope	Rixubis	Triumeq	Zepatier
Cabenuva	Firdapse	Kineret	Oncaspar	Rubraca	Trodelvy	Zeposia
Cablivi	Fotivda	Kisqali	Onpattro	Rukobia	Truvada	Ziextenzo
Cabometyx	Fragmin	Kogenate	Opdivo	Ruxience	Truxima	Zokinvy
Calquence	Galafold	Korlym	Opsumit	Ruzurgi	Tykerb	Zoladex
Camptosar	Gamifant	Koselugo	Orencia	Rydapt	Tymlos	Zolgensma
Caprelsa	Gattex	Kovaltry	Orenitram	Sabril	Tysabri	Zolinza
Cayston	Gazyva	Krystexxa	Orilissa	Sandostatin	Tyvaso	Zortress
Cellcept	Genotropin	Kuvan	Orkambi	Selzentry	Udenyca	Zydelig
Cerezyme	Genvoya	Kymriah	Orladeyo	Sensipar	Ukoniq	Zykadia
Cimzia	Gilenya	Kyprolis	Otezla	Signifor	Ultomiris	Zytiga
Cinqair	Gilotrif	Lenvima	Oxbryta	Siliq	Uptravi	
Cinryze	Givlaari	Lexiva	Oxervate	Simponi	Valchlor	