

NAVIGATING THE WORLD OF PHARMACY

Easing the pharmacy experience and stretching the diabetes dollar.

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CONFLICT OF INTEREST DISCLOSURE

- I have no conflicts of interest to disclose



OBJECTIVES

- Describe the driving forces for community pharmacists
- Identify ways providers can avoid prescription ambiguity and thus calls from the pharmacy
- Identify resources for patient financial help



PHARMACIST'S DRIVING FORCES



PHARMACIST'S DRIVING FORCES

- State and Federal Law
 - Generic substitution
 - A generic must be "AB rated" with the brand name to be freely substituted by a pharmacist
 - Lasix® and furosemide
 - Prinivil® and lisinopril
 - Blood glucose monitors are not AB rated to each other
 - Branded generics
 - Some products aren't marketed by their chemical name but by different brand names
 - Birth control pills
 - Often very little price break
 - Can be freely substituted by the pharmacist



PHARMACIST'S DRIVING FORCES

- State and Federal Law
 - Generic substitution
 - Many hospital/office computer programs only list the generic or chemical name
 - This does not guarantee a generic product is available in the marketplace
 - Gives patients a false sense of hope about price and insurance coverage
 - Invokana® (canagliflozin)
 - Most insulins do not have a generic substitution that can be interchanged by the pharmacist
 - Lispro cannot be freely changed by a pharmacist to aspart
 - Lantus® cannot be freely changed to Toujeo®
 - Lispro U100 CAN be changed to U200
 - "Dispense as written" can stop all generic substitution interchanges



PHARMACIST'S DRIVING FORCES

- Insurance companies
- Audit pharmacies on a monthly basis
- Looking for reasons not to pay for medications
- Days supply
 - Major source of audit fines
 - Rounding becomes tricky
 - Often leads to breaking boxes of insulin pens



PHARMACIST'S DRIVING FORCES

- Insurance companies
- Directions
 - "as directed" is not acceptable
 - Makes days supply impossible to know
 - Avoid any ambiguity in directions
 - Avoid pharmacist interpretation
- Refills
 - Must have 90% gone before a refill will be paid by insurance
 - May take 2 days to get product in
 - May fall on a weekend or holiday



PHARMACIST'S DRIVING FORCES

- Company policy
 - All companies may be different
 - Costco's policy is that a box of insulin pens is considered a "dispensing unit"
 - Rite Aid's policy is to break boxes of insulin pens based on insurance audits
 - Usually not published anywhere
 - Maybe an email 3 years ago
 - Always changing
- Most difficult barrier for pharmacists



PHARMACIST'S DRIVING FORCES

- Information void
 - No access to chart notes
 - Pharmacist's don't know what medication educations was done
 - No crystal ball





"PUSHING" BACK

How to avoid a call from a pharmacy and easy the pharmacy experience

"PUSHING" BACK

- General principals
 - Give pharmacists the info
 - Write notes to the pharmacy
 - Expand your directions
 - Be clear with "DAW" vs "Substitution permitted"
 - Don't leave anything up to the pharmacist's interpretation
 - Be understanding of the forces against the pharmacist
 - Calling a doctor's office takes time out of everyone's day
 - The average pharmacy is filling over 300 prescriptions a day
 - Pharmacists MUST follow the law and insurance companies
 - SOMETIMES company policies can be changed with community encouragement



“PUSHING” BACK

- Aspart and lispro
 - Cannot be freely substituted
 - Some patients it is critical to have a certain insulin and for some it is not
 - However, there is a way around it

FOR Kylo Ren DATE _____

ADDRESS: _____ REFILL: _____ TIMES

R_x

Aspart u100 insulin

Inject 10 units three times daily with meals.

*May substitute with lispro if insurance requires.

Alyson K Blum

DISPENSE AS WRITTEN PRECISELY SELECTED/FORMULATED

DEBARO _____ ADDRESS _____

Number Item #0100 Total Pharmacy Supply, Inc. 1-800-678-2000



“PUSHING” BACK

- Correction Scale/Insulin to Carb Ratio
 - Impossible for the pharmacist to calculate days supply
 - "All meals?" "Snacks?"
 - However, there is a way around it

FOR Leia Skywalker DATE _____

ADDRESS: _____ REFILL: _____ TIMES

R_x

Lispro u100 insulin

Use with meals. ICR 1:10, correction scale as directed

*May use up to 100 units daily

Alyson K Blum

DISPENSE AS WRITTEN PRECISELY SELECTED/FORMULATED

DEBARO _____ ADDRESS _____

Number Item #0100 Total Pharmacy Supply, Inc. 1-800-678-2000



“PUSHING” BACK

- Pumps
 - Some pharmacists have never seen an insulin pump
 - Impossible for the pharmacist to calculate days supply
 - However, there is a way around it

FOR Luke Skywalker DATE _____

ADDRESS: _____ REFILL: _____ TIMES

R_x

Aspart u100 insulin

Use in insulin pump.

*May use up to 100 units daily

Alyson K Blum

DISPENSE AS WRITTEN PRECISELY SELECTED/FORMULATED

DEBARO _____ ADDRESS _____

Number Item #0100 Total Pharmacy Supply, Inc. 1-800-678-2000



“PUSHING” BACK

- Problems with breaking boxes
 - Company policy/insurance audits
 - However, there is a way around it

FOR: Han Solo		DATE: _____
ADDRESS: _____	REFILL: _____	TRIALS: _____
R_x		
Lispro kwikpen u100 insulin		
Inject 10 units with meals and 3 units with snacks. Add additional insulin for larger carb meals.		
*one box = 30 days supply		
DISPENSE AS WRITTEN	BY: Alyson K Blum	
DEBAR: _____	ADDRESS: _____	
Number for MPO: _____	Total Pharmacy Supply, Inc.	1-800-678-2022



“PUSHING” BACK

- Titrations
 - Impossible to calculate days supply
 - Impossible to know how many units it will take
 - Overestimate high
 - No refills and have patient call with updated dose before refilling

FOR: Jabba the Hut		DATE: _____
ADDRESS: _____	REFILL: _____	TRIALS: _____
R_x		
Glargine u100 insulin		
Inject 10 at bedtime. Increase by 3 units every three days until fasting blood glucose is at target.		
*May use up to 30 units daily		
DISPENSE AS WRITTEN	BY: Alyson K Blum	
DEBAR: _____	ADDRESS: _____	
Number for MPO: _____	Total Pharmacy Supply, Inc.	1-800-678-2022



“PUSHING” BACK

- Blood glucose Meter
 - Not AB rated to other meters
 - Cannot be freely substituted by the pharmacist
 - Insurance formularies always changing
 - Way around it.

FOR: Bobba Fett		DATE: _____
ADDRESS: _____	REFILL: _____	TRIALS: _____
R_x		
One Touch ultra meter with supplies		
Test 4 times daily		
DISPENSE AS WRITTEN	BY: Alyson K Blum	
DEBAR: _____	ADDRESS: _____	
Number for MPO: _____	Total Pharmacy Supply, Inc.	1-800-678-2022



"PUSHING" BACK

- Blood glucose Meter
- Re-write the prescription

FOR: Bobba Fet _____ DATE: _____	
ADDRESS: _____	REFILL: _____ TIMES
Rx	
Blood glucose meter. 100 test strips and 100 lancets	
Test 4 times daily	
Please fill with the brand covered by patient insurance.	
_____ Alyson K Blum	
ISSUANCE AS WRITTEN	PREVIOUS REVISIONS/ALTERATIONS
DESCRIPT: _____ ADDRESS: _____	
<small>Number Item 48100 Total Pharmacy Supply, Inc 1-800-695-8000</small>	



"PUSHING" BACK

- Day's Supply to be Filled
 - A pharmacist can always decrease the quantity dispensed
 - Written for 90 days supply but insurance only covers 30 days
 - It will be changed to 30 days supply to accommodate the insurance
 - A pharmacist cannot increase the quantity dispensed
 - Written for 30 days supply but insurance will cover 90 days
 - Pharmacist must call the doctor to change to a larger quantity



TIME TO SHARE

- Create small groups with the people around you
 - Introduce yourself
 - Share where you work
 - Share your biggest 3 frustrations with pharmacies
- Will come back together and share as a larger group





STRETCHING THE DIABETES DOLLAR



STRETCHING THE DIABETES DOLLAR

- Advise for patients
 - Shop for a pharmacy
 - Ask your doctor or pharmacy for savings cards
 - Look for coupons on the internet



SHOP FOR A PHARMACY

- CASH price matters
 - The cash price is the amount the pharmacy is charging patient's insurance company
- If patient has a deductible
 - Go to an expensive pharmacy
 - The price patient pays is the same until the deductible is met
- Flat rate copays
 - Some pharmacies will always charge the copay even if it is more than the cash price
 - Some pharmacies have deals for 90 days at cash price.



SHOP FOR A PHARMACY

- CASH price matters
 - If the patient is on Medicare
 - Go to a inexpensive pharmacy
 - It will take longer to "hit the donut hole"
 - Go to an expensive pharmacy when in the donut hole
 - Get out of the hole faster



SHOP FOR A PHARMACY

- Mail-out vs. Community Pharmacy
 - Some plans offer better deals if you use a mail-out pharmacy
 - Some plans require it
 - 90 day supply often leads to better deals



SAVINGS CARDS

- Often distributed by medication representatives
 - Doctors offices
 - Pharmacies
- Restrictions
 - Medicare patients
 - Medicaid patients
 - Any commercial insurance
- Limits
 - "one free box" will require a new prescription from the doctor
 - Cannot use, most cards, for refills



SAVINGS CARDS – CAUTION!

- RX Savings Cards are often sent in the mail
 - Usually provide no discount
 - Exception: pharmacies that have a large mark-up on generics
- Often sell your information
- Safer to stay with the pharmacy's member cards
 - Rite aid
 - Costco
 - Walgreen's



INTERNET COUPONS

- Stick with the manufacture's website
 - Offer counseling and ongoing help
 - Can opt out of receiving information from the company
- Generic savings coupons have the same risks as the generic cards
 - Selling of info
 - Spam



INTERNET COUPON - EXAMPLES

- Google "Humalog U200 coupon"
 - Generic coupon sites
 - [Example 1](#)
 - [Example 2](#)
 - Humalog product site
 - [Manufacturer coupon](#)
- Google "Toujeo coupon"
 - Generic coupon site
 - [Example](#)
 - Toujeo product site
 - [Manufacturer coupon](#)



“STILL CAN’T AFFORD THE INSULIN”

- Samples
 - Has limitations
- Patient assistance programs through the manufacturers (restrictions apply)
 - American Diabetes Association
 - Cormrstones4care (Novo Nordisk), Lilly Cares, or Sanofi Patient Connection
 - AARP
 - Local programs (Tribal, Pharmacies with 340B pricing)
- Pick a different insurance in the following year
 - Lower deductibles
 - Higher premiums/lower co-pays



TIME TO SHARE

- Create small groups with the people around you (same or new)
 - Introduce yourself
 - Share where you work
 - Share your biggest 3 successes with “stretching the diabetes dollar”
- Will come back together and share as a larger group



QUESTIONS


