



Transplant
SPECIALTY PHARMACY SERVICES



About PANTHERx

PANTHERx® Rare Pharmacy services patients nationwide and is headquartered in Pittsburgh, PA.

Our mission is to transform lives by delivering medical breakthroughs, clinical excellence, and access solutions to patients afflicted with rare and devastating conditions. PANTHERx takes pride in the differentiated level of care provided to patients and as a result, consistently ranks as a leader in patient satisfaction across all specialty pharmacies.

PANTHERx identifies opportunities every day to Define Rare Pharmacy®, by developing focused solutions, bold innovation, and novel clinical services associated with the life-transforming therapies we deliver.

PANTHERx Patients Are Saying:

“The pharmacists at PANTHERx are very helpful, professional, and friendly.”

“



“They have great customer service and they are very prompt when communicating.”

“



“Very easy to work with and they go out of their way to make sure I get my medication on time.”

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Transplant Services Offered For Patients

Welcome Call and Monthly Adherence Calls

- The PANTHERx® team will call to introduce you or your caregiver to our services and provide introductory medication counseling following discharge.
- We provide monthly adherence calls to assess how you are doing and refill your prescriptions to prevent a gap in therapy.

Patient Assistance Support

- PANTHERx recognizes transplant medications can be expensive and we have experienced staff readily available to locate necessary resources prior to transplant, including manufacturer programs and foundations, to minimize the financial burden.

24/7 Availability

- PANTHERx clinicians are available any time of day to answer any questions you may have.

Comprehensive Prescription Management

- PANTHERx offers the convenience of managing your medications for your other chronic conditions in addition to your transplant medications.

Benefits Investigation

- Our team of dedicated billing specialists will proactively identify and navigate insurance coverage, complete the prior authorization process, and provide prompt, upfront confirmation of coverage to ensure this process has been completed prior to discharge.

Online Access

- The myPANTHERx Portal allows you to communicate changes to your medications, allergies, or contact information at your convenience. Registering also allows you to print medical information and review your financial account anytime from anywhere. Depending on your medication, you may be able to use the myPANTHERx Portal to initiate reorders.

Complimentary Medication Delivery

- PANTHERx will work with your transplant center to coordinate initial medication delivery to the hospital prior to discharge. In emergency situations, PANTHERx can coordinate Final Mile Services nationwide to ensure timely delivery of transplant medications.





Transplant Services Offered For Prescribers

Dedicated Transplant Liaison

- To provide the highest level of service and single-call resolution to transplant centers, PANTHERx® provides you with a dedicated liaison as a single point of contact for all of your needs. Prior to transplant, we will begin working with the discharge planner to coordinate benefits verification, prescription approval, patient assistance, and delivery logistics. With new patient referrals, we have a One Hour Referral Guarantee, acknowledging receipt of your referral. You will also receive prompt and regular updates from your dedicated transplant liaison to ensure a consistent, well-coordinated plan of care for post-discharge immunosuppressants.

Customized Patient Management

- PANTHERx pharmacists utilize a state-of-the-art patient management system with high-touch, drug specific clinical programs to ensure our patients receive comprehensive clinical education, drug utilization review, and side effect management ensuring optimal clinical outcomes.

Generic Consistency

- We recognize the importance of not changing manufacturers for generic products month to month for transplant medications and strive to dispense consistent generics for all patients.

Prior Authorization Support & Billing Expertise

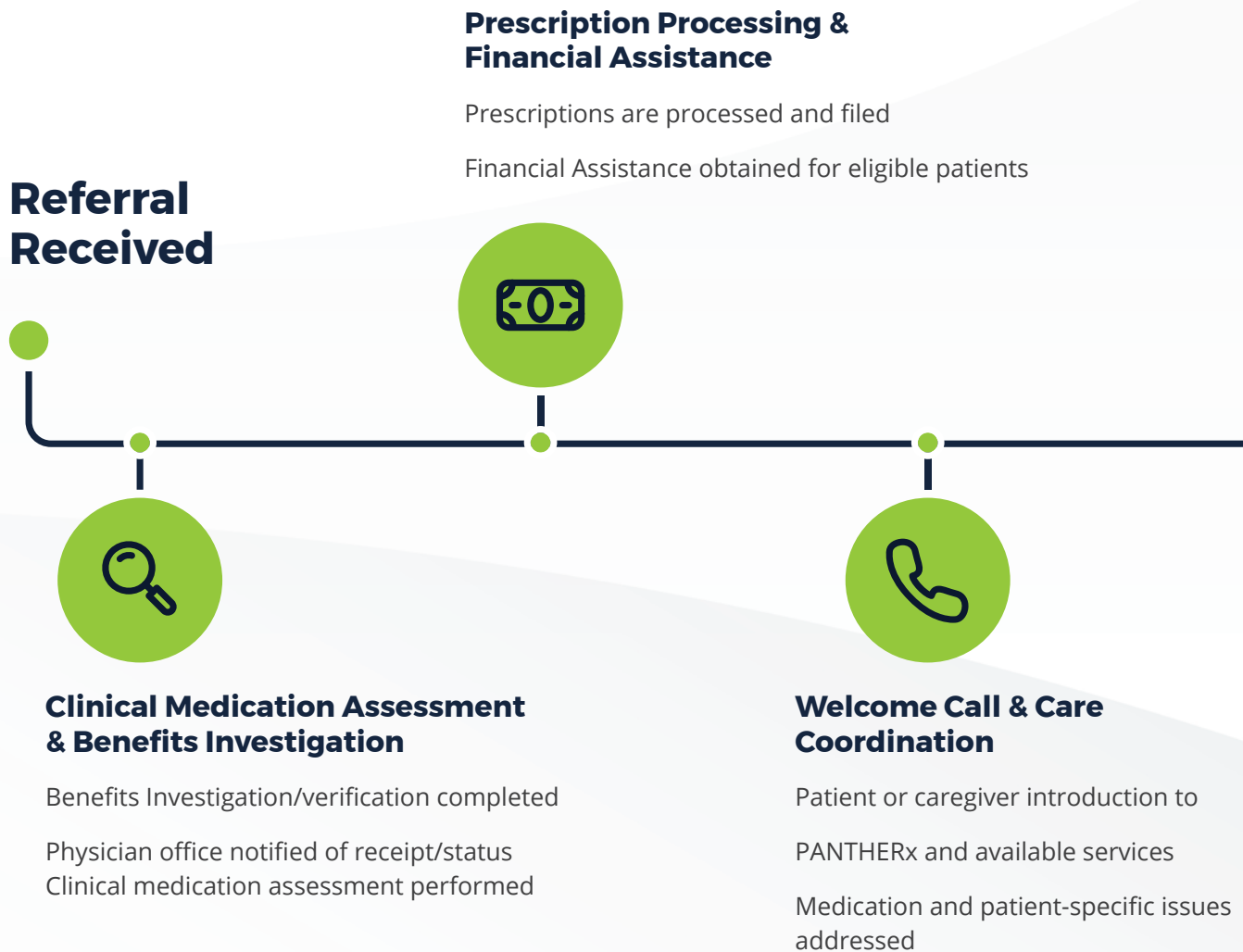
- Our dedicated insurance support team completes the majority of administrative tasks including phone calls and insurance paperwork necessary for prior authorization and appeal support to the extent that we are able. Our Medicare Part B and D billing expertise allows for industry-leading turnaround times. Our comprehensive approach will ensure our mutual patients have obtained approval for immunosuppressants prior to discharge to allow you to spend more time with your patients.

Online Access

- Through our prescriber portal, portal.pantherxrare.com, you will have real-time access to mutual patients' records including referral status, shipment history, refill authorizations, progress notes, communications regarding adherence, and much more.



Continuum of Care



Delivery Coordinated

Delivery of prescription arranged by Patient Care Coordinator



Clinical Education & Support

Additional support provided when identified by pharmacist or requested by patient

Ongoing education and medication counseling



Refill Cycle



Monthly Adherence Outreach

Patient contacted each month to assess adherence and identify readiness for refill

Barriers to refill are addressed in order to improve persistence

Refill provided to patient in advance of medication exhaust



Targeted Clinical Interventions

Patient proactively contacted when changes are made to the therapy and when non-adherence identified during Care Plan Review

Outreach at clinically appropriate interval to reinforce the importance of continuing therapy

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ACCREDITED



DISTINCTION IN
ORPHAN DRUGS



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