



# A **Rare** Approach to Medical Claims

Providing extraordinary patient care while navigating the complex world of medical billing for rare and orphan drug products.



# Introduction

Specialty medication claims make up nearly 50% of a health plan's total spending, with 35% of those specialty claims billed under a patient's medical benefit. The projected total healthcare spending on medically billed drugs will increase by 33% in the coming years.<sup>1</sup>

At PANTHERx Rare Pharmacy, we pride ourselves in not only our ability to provide our patients with life-changing medications but our capacity to work tirelessly with payers to contract effectively, obtain letters of agreement (LOA), work through complicated prior authorizations (PA), and ultimately, advocate for our rare patients to receive the care they need and deserve.

The individuals we serve with rare and complex conditions benefit from our RxARECARE™ teams specializing in their unique disease state, the medication they will receive, and the entire billing process from start to finish. Our team's extensive knowledge in medication management allows us to quickly bill for medically complex disease states, even those that may require gene therapies and infusion nursing services, two growing areas in the rare and orphan disease pipeline. As our business grows, we are confident in our team's ability to adapt to the growing number of rare products that a medical benefit may cover.

**Our team's extensive knowledge in medication management allows us to quickly bill for medically complex disease states**

“Every single thing is hard with a rare disease but not with PANTHERx. PANTHERx representatives always treat me well.” — *Patient Source*

“PANTHERx is always on time sending my medication. The staff and pharmacist is always kind and respectful and have answered all of my questions. Thank you for your dedication to making sure I get my meds!” — *Patient Source*

## About PANTHERx Rare Pharmacy

Founded in 2011, PANTHERx Rare Pharmacy is the nation's leading rare disease pharmacy. Our passion is to help and support those battling rare and orphan conditions by not only providing them with access to their specialty medication, but by positively impacting their entire healthcare experience.

We are inspired by our patients and dedicated to providing the highest level of care, going above and beyond for each and every patient and their families. Whether delivering high-cost medication via courier to a remote village in Alaska or persistently advocating for a patient to receive an extra

medication shipment after a refrigerator error cost him his entire supply, this defines the standard of care that we consistently provide at PANTHERx. We play an integral part in ensuring that our patients can access necessary life-changing treatments when they need them most.

### Average Time to Payable Claim

**3 days**  
Pharmacy



**7 days**  
Medical



# Why PANTHERx Rare

- 1 **EDI**
- 2 **1500 Form HCFA**
- 3 **Online Portal**

*"I've never had any issues with PANTHERx. Staff has always been courteous and has explained everything clearly." — Patient Source*

PANTHERx Rare Pharmacy is recognized throughout the industry for our exemplary patient care by consistently receiving high MMIT Patient Satisfaction Survey scores and being a frequent recipient of the MMIT ZHI Specialty Pharmacy Patient Choice Award. Our goal in this white paper is to highlight PANTHERx Rare Pharmacy's ability to expedite medically billed claims while maintaining the highest level of patient care.

Our medical billing team assumes responsibility for properly verifying benefits and billing claims with a rapid turnaround time. They take a detailed approach to certify that each part of the claim's submission follows payer guidelines. This process requires a meticulous eye for detail, ensuring that the therapy, billable quantity, days' supply, and other claim requirements are accurate to prevent rejection from the health plan. Individual payer requirements are adhered to on every claim. Depending on the medical plan, the submission method varies, some requiring unique and complex manual intervention. Our medical billing experts are well-versed in all three methods of submission, whether that be an electronic data interchange (EDI) submitted via ANSI 837 claim format, printed via hard copy on a 1500 form HCFA to be faxed or mailed, or submitted on-line, directly through the health plan's portal.

## PANTHERx Rare medications may be covered under medical benefit, pharmacy benefit, or both<sup>2</sup>



### Medical Benefit

#### Drugs covered:

#### HCP administered specialty drugs

##### Medicare

- Medicare Part B (fee-for-service)
- Medicare Part C (Medicare Advantage)

*Benefits verification required*

##### Commercial

- Includes deductible, co-pay, and/or coinsurance



### Pharmacy Benefit

#### Drugs covered:

#### Self-administered specialty drugs

##### Medicare

- Medicare Part D

*PA required before dispensing drug*

##### Commercial

- Specialty pharmacy drugs are typically restricted (tier 4 on most formularies)

# The PANTHERx Rare Difference

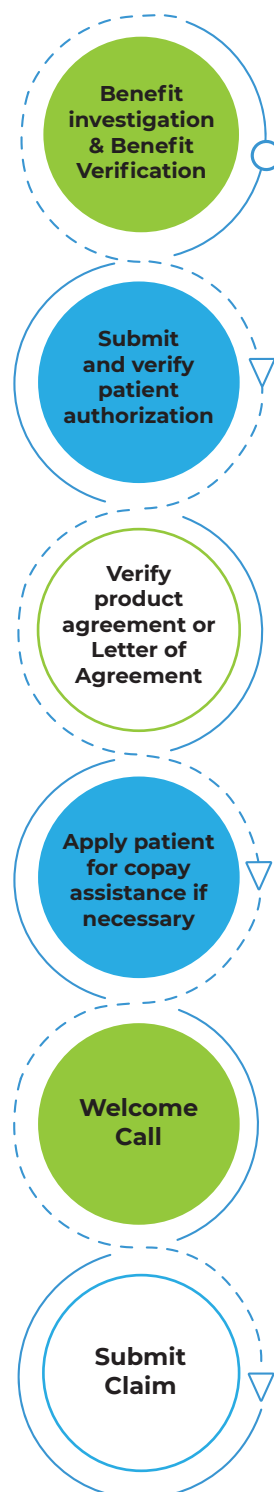
PANTHERx Rare Pharmacy is unique in our approach to medical billing, shown in our dedication to processing letters of agreement and prior authorizations and negotiating contracts with health plans to cover our RxARECARE™ therapies.

When PANTHERx Rare Pharmacy is exclusive to a specific medication but out-of-network with a patient's health plan, a LOA may be required for that individual to gain access to care. Our team is highly successful in receiving LOAs in 7 days or less to prevent delays to medication start or gaps in therapy. The criteria for these LOAs are payer dependent, so our team is constantly learning and adapting as new challenges arise.

Complex therapies often require complicated prior authorizations. Our clinicians carefully review the payer-specific PA criteria for each RxARECARE therapy, identify gaps, obtain missing information from providers, and submit the PA on behalf of the provider in a timely manner. We follow this process for each authorization or reauthorization and track the PA status until a confirmed approval or denial. In appropriate cases of denials, our expert clinicians will work through an appeal process as part of our concierge patient services. At PANTHERx Rare Pharmacy, we go above and beyond to ensure our patients access proper care when they need it most.

As the market for rare and orphan drug products grows, our team is responsible for obtaining direct payer contracts, often with amendments to existing contracts, adding coverage to these new medications. Because our Contract Managers maintain close relationships with our payers, "Out-of-Network" claims are quickly resolved, allowing us to serve as many patients as possible to receive their medication from PANTHERx Rare Pharmacy.

## Welcome Call and Initial Shipment



## Deploying a Unique Model for Superior Orphan Drug Delivery

**RxARECARE™** a product specific, cross-functional, specialized team providing positive outcomes for our patients and partners

**Unique Program Designs** enable a manufacturer's vision to come to life through custom developed solutions

**Benefit Experts** experienced in pharmacy and medical benefit investigation and billing practices

**SWFT™** guides the patient journey, delivers tailored care to our patients, and valuable insights to our partners

**Flexibility and Nimbleness** of our team affords ability to implement program changes to add value to the overall brand

**Clinical Expertise** through PANTHERx Rare Pharmacy employed clinical staff with advanced degrees (BCPS, BCOP, CSP)

**Patient Satisfaction** seen through our numerous patient choice awards with an exceptional track record in quarterly scores

**Committed Partnership** where we will act as an extension to bring success to brand performance

**Program Iteration** offering the ability to continuously improve a program as we learn more about each rare disease

“Navigating a large variety of medical insurances (both commercial and government), starting with insurance verification all the way through to understanding billing requirements can present many challenges.

PANTHERx's expertise in the payer landscape allows for an accurate and efficient end to end process for the patient and prescriber.”

— Director,  
Revenue Reconciliation

# Highlight Story of Extraordinary Patient Care

“ One of our patients experienced an unforeseen refrigerator failure, leaving all his medication unusable. Typically, medically billed claims do not give overrides for damaged or lost shipments, so the patient’s mom was anxious about the possibility of missing doses. Determined to find a solution, I contacted the insurance company to get them to cover the replacement product. The payer escalated and approved the request, covering both the damaged product and the replacement drug. The reputation PANTHERx Rare Pharmacy built with the payer along with the payer’s care and concern for the patient allowed him to continue his life-saving medication without interruption. ”

— *Manager, Billing Operations*

“ Everyone I have spoken to has been fantastic and always care about me and my needs .”

— *Patient Source*

At PANTHERx Rare Pharmacy, we take immense pride in helping navigate the risk associated with medically billed claims and delivering extraordinary patient care. This story highlights just one instance of the incredible patient care we provide daily at PANTHERx Rare Pharmacy. Whereas other pharmacies may have told the patient that his medication replacement wasn’t covered and he needed to wait until next month to continue therapy, we understood the importance of this medication for his quality of life. We fought for coverage and his ability to access his medication quickly.

# Summary

PANTHERx Rare Pharmacy is not your average specialty pharmacy. Our staff is comfortable with the uncomfortable. We consistently adapt to and overcome the frequent unknowns within the rare disease world. Our mission is to positively change the experience for patients with rare and orphan conditions who may have previously felt discouraged due to their challenging diagnostic journey. We are here to provide innovative service while maintaining the highest level of patient care. As we continue to grow, our passion for patient care will enable us to support many more individuals with rare diseases across the nation.

## References:

1. Dan Brouillet. The right tools to manage medically billed drugs. The Right Tools to Manage Medically Billed Drugs | Express Scripts. <https://www.express-scripts.com/corporate/right-tools-medical-drug-management>. Published March 26, 2020. Accessed March 20, 2023.
2. Specialty drugs may be covered as a medical benefit, pharmacy benefit, or both. Specialty Drug Resource | Medical vs Pharmacy Benefit.



**PANTHERx Rare Pharmacy**  
121 Bayer Road, Building 5  
Pittsburgh, PA 15205

**PHONE: 855.726.8479**  
**FAX: 855.246.3986**  
[www.pantherxrare.com](http://www.pantherxrare.com)

**Respected by Providers. Trusted  
by partners. Valued by patients.**

