

DIPLOMAT PHARMACY HEPATITIS C BENEFIT FAQ

December 27, 2018

Dear Alliance Provider Partner,

Alameda Alliance for Health (Alliance) values our dedicated provider partner community. We are committed to continuously improving our provider customer satisfaction.

This notification is to advise you that effective Thursday, November 1, 2018, the Alliance expanded Diplomat Specialty Pharmacy services to cover hepatitis C. Please see below for the FAQs.

Q: Who is Diplomat Specialty Pharmacy?

A: Diplomat specializes in care for patients whose medications require close monitoring and a high level of clinical support. It currently services Alliance member patients for all other covered specialty medications. Diplomat's service expanded to hepatitis C as of Thursday, November 1, 2018.

Q What is changing for hepatitis C patients?

A: Alliance member patients with hepatitis C were previously serviced through Dolphin Pharmacy. Newly treated and retreated hepatitis C patients must now use Diplomat instead. Existing patients can complete their course of therapy with Dolphin Pharmacy.

Q: Why is the Alliance making this change?

A: We are making this change after years of building a successful partnership with Diplomat to support other specialty conditions. We determined that Diplomat offers exceptional clinical support and unique communication tools for patient and provider offices. We will do all we can to limit any inconvenience involved in this transition through our provider support team and tools. We are confident that Diplomat will work well for you and your Alliance member patients.

Q: Will existing hepatitis C patients be required to transition to Diplomat?

A: No. Patients can complete their course of therapy with Dolphin Pharmacy. Only newly treated and retreated hepatitis C patients are required to use Diplomat.

Q: How were providers notified of this change?

A: Notifications were sent to providers in the Alliance network on Monday, October 8, 2018 and Monday, October 29, 2018.

Q: Which hepatitis C drugs are covered by the Alliance?

A: All hepatitis C drugs require prior authorization (PA). Mavyret is the preferred agent for the Alliance, but other hepatitis C agents may be approved by the Alliance based on patient need.

Q: Will Diplomat support the PA process?

A: Yes. Diplomat will facilitate the PA process for hepatitis C medications, just as it does for all other Alliance member patients.

Q: Will Diplomat use copay cards if the patient has a copay?

A: Yes. Diplomat's dedicated funding team conducts extensive research to find every option available to help patients afford therapy.

Q: How will patients receive their medication?

A: Your patient will receive medication via shipments from Diplomat to the address approved by the patient. Diplomat understands that many Alliance member patients face unique challenges accessing and receiving medication. Diplomat will work closely with the patient to ensure that all can receive their medication at a time and place convenient for them. Diplomat can identify a “landing zone,” shipping orders to any address the patient requests.

Q: Will Diplomat auto-ship medication?

A: No. Diplomat does not auto-ship medication. Diplomat will require confirmation from the patient before shipping each prescription order. Arrangements can be made for patients with communication barriers.

Q: Will Diplomat take back unused medication?

A: No. In accordance with pharmacy law, a medication cannot be reused if returned to a pharmacy once it is dispensed. Therefore, Diplomat cannot accept returned medication.

Q: Will the Alliance require hepatitis C medications to be filled in 14-day increments?

A: Yes. The Alliance will continue to require fills in 14-day increments. The Alliance can make special arrangements to allow alternate frequencies.

Q: Is there a form I need to fill out to request coverage for my patient?

A: Yes. The prescription enrollment form is available on the Alliance website www.alamedalliance.org. This form will guide you through the prescribing process. It is important to fill out this form completely to support patient onboarding.

Q: What documentation will be required, and will Diplomat help with this?

A: Yes. If required documentation is not on the original form, Diplomat will reach out to obtain this information.

All prescriptions require:

- Patient’s full name, date of birth, diagnosis, and diagnosis code
- Drug name, strength, and directions
- DEA registration number (for controlled substances only)
- Number of refills
- Prescriber signature and order date
- Prescriber’s name, phone number, address, and NPI
- Supervising physician’s name and NPI (for nurse practitioner or physician assistant)

These items reduce the need for follow-up:

- Patient demographics (gender, address, phone number, insurance, etc.)
- Chart or progress notes and pertinent labs, including changes in therapy
- Current medications and known allergies
- Previous approvals through insurance or copay assistance
- Alternate contact information and consent
- Local retail pharmacy and phone number

Q: Will Diplomat connect with the hepatitis C coordinators?

A: Yes. Upon the initial fill, the patient will go through the onboarding process. Diplomat can ship the medication to a clinic or directly to the patient, regardless of which fill. If the provider prefers shipment to their office, Diplomat can support this request. In addition, Diplomat can connect with an office via their provider liaison teams to ensure that all information is provided and all preferences are followed.

Q: Who can we contact with questions?

A: Diplomat provides a toll-free phone line for patients and providers at **877.977.9118**. Our contact center operates Monday through Friday from 5 am to 8 pm PST and Saturday from 6 am to 2 pm. Understanding that the complications of chronic conditions don't restrict themselves to business hours, Diplomat has pharmacists available 24/7, including holidays. Diplomat's on-call pharmacists return after-hours calls in less than three (3) minutes on average, ensuring that all patient concerns receive immediate support.

Q: How can we contact our Diplomat provider liaison?

A: Your Diplomat provider liaison can be reached at **810.768.9879**.



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