B2 Experience and Expertise

5.2.2.1. Information documenting successful and reliable experience in past performances in the management of hemophiliac and other blood disorders pharmaceutical care and as related to the services in this RFP. The Offeror's experience and past performance will be evaluated on the extent of its success in managing and integrating work relevant to that of a specialty pharmacy and as defined in the Scope of Work.

The narrative provided in B1 Method of Approach documents our reliable experience and performance in managing our hemophilia population. We have proven experience and expertise.

- Clinical evidence provides support for a standard PDC (Proportion of Days Covered) threshold of 80%. For the previous twelve (12) months, InfuCare Rx has met an average PDC threshold of 91% for all bleeding disorder patients that are on a prophylactic regimen. For Hemlibra, the PDC increases to 97%.
- An additional indicator supporting adherence and inventory management is the number of hospitalizations which would be classified as avoidable.
- The InfuCare Rx Care Team has had zero avoidable hospitalizations for our current bleeding disorder patients over the last 12 months.

PATIENT Satisfaction Surveys Q4 2022	All Sites
Care planning - How satisfied were you with the process of starting, or changing service, understanding the clinical process and your financial responsibility?	96%
Delivery - How satisfied are you with your products being delivered within the promised timeframe by a professional courier?	98%
Quality - How do you feel about the safety and quality of care delivered by InfuCare Rx?	98%
Outcomes - How would you rate the products and/or services you receive and their intended effect on the condition they are used to treat?	97%
Clinical - How would you rate the clinical pharmacy services provided by InfuCare Rx?	98%
Communication - How satisfied are you with the level of politeness, helpfulness, and ease of contacting our employees?	98%
Satisfaction - How would you feel referring others to our services?	98%
Nursing - How satisfied are you with the nursing services provided?	95%
Education - How would you rate the information/education you received regarding our services?	96%
TOTAL SATISFACTION RATE	**97%**

5.2.2.2. Any information documenting successful and reliable experience with transition of members to and/or from another contractor or vendor.

InfuCare Rx is an independent specialty pharmacy. We are not owned by a pharmacy benefit manager nor a health plan. We are in the service to provide a high touch, personalized care model for a population who understands their disease but still needs guidance and support in living with hemophilia. Walking with them is the best way we can know about them and their disease. Although we have not supported a payer driven transition, we know what needs to be done. We transition health plan/Medicaid members every day. Often, it is a member who is frustrated with the "big box" mentality associated with their assigned provider and they are looking for the opposite. We are dedicated to our patients. We do not have a call center, nor will your members sit in a queue waiting for the next Customer Service Representative. Each one of your members will be assigned a Care Manager who provides their direct number. We will work with AHCCCS, the transitioning vendor and your members to ensure a smooth transition. This will be accomplished through an approved transition plan as defined by the scope of work.

Transitional customer and prescriber resource documents will be created for AHCCCS (Arizona Health Care Cost Containment System) approval upon award. This includes, not limited to co-branding, a QRG (Quick Reference Guide), FAQ (Frequently asked Questions), welcome letters, and educational materials.

5.2.2.3. A summary documenting the experience and expertise of its key staff; and

Bleeding disorders are among the highest touch disease states and thus require highly educated and experienced providers. InfuCare Rx requires all professional staff involved in the management of hemophilia to have extensive knowledge of bleeding disorders and associated treatments in addition to disease state management to ensure positive outcomes.

The Hemophilia Care Team includes professionals with clinical expertise in the management of bleeding disorders and infusion therapies to assist each patient with their individual treatment. These professionals include pharmacists, nurses, social workers, and patient liaisons (care managers) who collectively bring 100+ years of hemophilia specific experience to our program. It is often the Care Managers assigned to each AHCCCS member who the patient(s) develop a trusted long-standing relationship as they help guide your members through each step of their care plan, provide regularly scheduled quality of life assessments as well as personalized educational resources to aid in the development of health habits and routines that yield positive clinical outcomes.

Our team is well versed in hemophilia treatment centers (HTC) management of their hemophilia population, many of our Care Team members have worked with and/or in the hemophilia treatment center (HTC) environment. Also, our team members are immersed in and supportive of the hemophilia community.

All Hemophilia Clinical Care Team members, including pharmacists and nurses, must complete an initial assessment upon hire. Thereafter this assessment is completed annually along with the requirement that all Hemophilia Care Team members obtain a minimum of 10 hours continuing education credits on bleeding disorders. This is in addition to all credits to maintain all necessary licensure.

Education includes:

a. Comprehensive disease state education for all forms of bleeding disorders
b. Factor replacement therapy (drug specific options)
c. Bleed specific treatment options.
d. Adjunct management/treatments
e. Monitoring and outcomes
f. Home therapy storage and disposal.
g. Complications and risk factors
h. Patient counseling
i. Ancillary supplies
j. Understanding and application of WFH guidelines

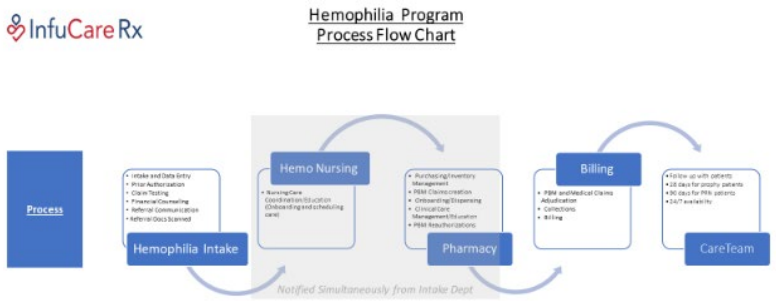
5.2.2.4. A listing of their specialty pharmacies/fulfillment centers.

All locations are licensed to dispense in Arizona. All locations have an active AHCCCS number. All locations are ACHC (Accreditation Commission for Health Care,) accredited with our Center of Excellence for Bleeding Disorders being fully accredited with URAC® (Utilization Review Accreditation Commission).

Note: Upon award, InfuCare Rx will establish dedicated toll-free phone and fax numbers in support of the AHCCCS Specialty Pharmacy Services for Anti-Hemophilia and Other Blood Disorder Medications program.

Legal Entity Name	Facility Name (DBA)	TIN #	Primary NPI	Facility Address	City	Facility State	Facility Zip Code	Facility Telephone	Facility Fax
InfuCare Rx LLC	InfuCare Rx LLC	473753983	1467821173	2540 Market Street, Suite 1	Aston	PA	19014	877-828-3940	877-828-3941
HomeCare Rx Inc.	InfuCare Rx	473048132	1063808962	695 US Hwy 46, Suite 100	Fairfield	NJ	07004	877-828-3940	877-828-3941
Factor One Source Pharmacy, LLC	InfuCare Rx of MD	465181020	1548687908	217 Glenn St, Suite 300	Cumberland	MD	21502	877-828-3940	877-828-3941
DM Clinical Collaborations	InfuCare Rx	274715885	1669884722	6108 San Fernando Road	Glendale	CA	91201	877-828-3940	877-828-3941

5.2.2.5. A detailed description of the Offeror's experience with Member transitions.



InfuCare Rx uses a high-touch, concierge approach to all member onboarding. Frequent communication with the members, their caregivers and support team, and the prescriber ensures a smooth and seamless transition. Regardless of the volume of patients we are transitioning to our service, each receives their own dedicated care manager and is treated individually to meet their unique needs. Our Hemophilia Care Team has extensive experience initiating detailed conversations with both the prescriber and the member and support caregivers. Our specialized approach to hemophilia and bleeding disorders care transition includes but is not limited to:

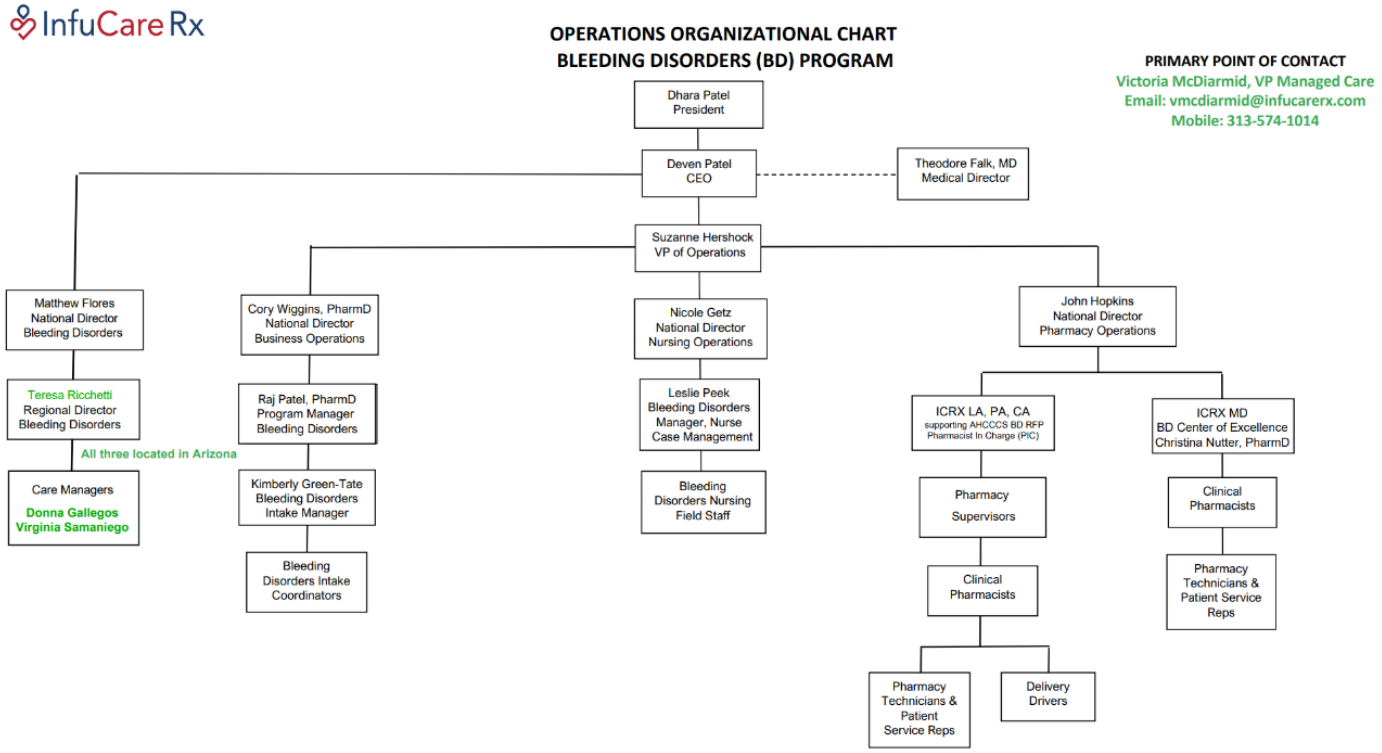
- Seamless referral process for current vendor/pharmacy or prescriber
- Insurance authorization expertise with both managed care organizations and fee-for-service Medicaid specific to members with complex conditions
- Clinical education and counseling
- High-tech nursing care, if applicable
- Individualized care plans created with the patient lifestyle and circumstances integrated
- Collaboration with prescribers and other medical professionals involved in patient overall care
- Comprehensive patient assessment is conducted by our clinicians to ensure the best outcome and minimize potential side effects.

Due to our relationship with the members and their caregivers, InfuCare Rx works with them to prepare for any life events that may pose a risk to their medical condition, such as surgery, lifestyle activity, travel, etc. We counsel the members and initiate a multidisciplinary team meeting with our Care Team and other medical professionals involved in the care plan to ensure preparedness and minimize adverse events, such as unanticipated bleeds.

5.2.2.6. An Organizational Chart that identifies the hierarchy of the organization including all functional areas and the proposed Key personnel designated and dedicated to the provision of services under this RFP.

The organizational chart represents the Regional Director, Teresa Ricchetti, and Care Managers supporting AHCCCS (Arizona Health Care Cost Containment System). We have four additional Regional Directors and twenty-one (21) Care Managers. If needed, additional Care Managers can be assigned to AHCCCS.

InfuCare Rx Hemophilia Care Team – Organizational Chart



5.2.2.7. A listing of all prior and current awarded contracts directly or indirectly with Medicaid agencies that provided hemophilia and/or blood disorder services for Medicaid individuals.

FFS (Fee for Service) Medicaid and/or Managed Medicaid Name	State/US Territory
Guam Medicaid	GU
Arkansas Medicaid	AR
Maryland Medicaid	MD
Colorado Medicaid	CO
LA Health Connections, Healthy Blue LA and UHC Community Plan LA	LA
Medi-Cal Rx	CA
Alaska Medicaid	AK
AmeriHealth Caritas	Multiple
UT Medicaid	UT
Amerigroup DC Rx	DC
AmeriHealth DE MCD	DE
TennCare Medicaid	TN
Wyoming Medicaid	WY
Amerigroup TX MCD	TX
LA Medicaid	LA
Mississippi Medicaid	MS
Horizon NJ Health	NJ
NYS (New York State) Managed MCD	NY

5.2.2.8. References of the Firm:

Provide three (3) Medicaid references.

Elevance Health/Amerigroup MD, TX, and WA

InfuCare Rx is a contracted Hemophilia Pharmacy Vendor with Amerigroup, supporting hemophilia and related infusion services across Amerigroup's Medicaid markets.

Plan Contact Name	Lisa Bauman
Title	Network Manager
Telephone Number	423-440-0883
Email	Lisa.bauman@elevancehealth.com

AmeriHealth Caritas

InfuCare Rx is a national contract Hemophilia Pharmacy Vendor with AmeriHealth Caritas, supporting hemophilia and related infusion services across AmeriHealth Caritas's Medicaid markets.

Plan Contact Name	R.Dionne Brown Williams, DHA
Title	Director, National Contracting
Telephone Number	215-316-6064
Email	Rbrown@amerihealthcaritas.com

Guam Medicaid

InfuCare Rx works with Guam Medicaid to provide clotting factor and associated hemophilia medications and services to their beneficiaries. Two of our regional directors recently traveled to Guam to meet with the Department of Public Health & Social Services (DPHSS), the Division of Public Welfare (DPW) and our patients. All commended our service to their remote island nation.

Unfortunately, Typhoon Mawar has left most parts of the island without basic services, phone and internet included. We have been unable to verify permission to share this reference due to the post-storm situation but are confident that we will secure permission as soon as possible.

Plan Contact Name	Renee Carpela
Title	Claims Processing Utilization Review Officer
Telephone Number	671-300-7341
Email	renee.carpela@dphss.guam.gov

Exhibit 1 – Vendor Transition Plan Template

Vendor Transition Plan Template – high level transition plan to be approved by AHCCCS up award. Our goal is to ensure continuity of care with minimal if any issues arising from the transition.

AHCCCS Hemophilia Vendor Transition Plan						
Program Start Date: upon award						
Task	**ICRX**	**Current Pharmacy Vendor**	**AHCCCS**	**Start Date**	**Status**	**Notes**
Provide new pharmacy vendor with patient data file			X	60 days prior to start date		
Create Profiles in CPR+	X			30 days post award		ICRX will need demographic pages from current SP or data file from state
Update Auth information (if applicable) in CPR+				30 days post award		ICRX will need authorization info from current SP or data file from state
Patient Outreach	X	X	X	No later than 30 days prior to start date		Clinical team will introduce our services, go over admission packet and sign, fill out an initial assessment, fill out change of pharmacy form. Establish transition date based on last dispense date by current SP.
Obtain order details/preliminary data from current SP	X	X	X	60 days prior to start date		Clinical team will reach out to current pharmacy to see how many prescriptions can be transferred. Nothing would be transferred yet since pt will fill one more time with current SP until program start date.
MDO outreach	X			No later than 45 days prior to start date		Clinical team will fax all "change of pharmacy" forms over to current MDO. Request scripts on pts that don't have enough refills to transfer
Schedule 1st deliver	X			Start of program date		Initial call with member includes the Pharmacist (Clinical) and the Care Manager who would go over supplies,review factor order, verify shipping address and answer any questions