

CIGNA + ACCREDO THERAPEUTIC RESOURCE CENTERS

A condition-focused clinical model

Customers taking specialty medications are living with some of the most complex and challenging health conditions. Through the Accredo Therapeutic Resource Center® (TRC) model, Accredo provides one-on-one, condition-focused care to those who are most in need.

Delivering personalized care to each customer

Accredo has 15 Specialty Therapeutic Resource Centers¹ around the country, which are comprised of specialty-trained pharmacists, nurses and other health care experts, like nutritionists and social workers, who have extensive experience in **specific disease states and medications**.

How it works

TRCs connect Accredo customers with specialty-trained pharmacists and nurses on the phone, **24 hours a day, seven days a week**. Accredo ensures customers receive individualized care from clinicians who are focused on their specific condition, and who take the time to understand their unique circumstances.

These pharmacists and nurses work together as one connected clinical team, providing resources and support that surround the whole person. These teams have immediate access to **real-time** customer medication profiles, pharmacy records, drug interactions and potential adverse event risks.

TRCs deliver quality care

- ▶ 24/7 access to specialty-trained pharmacists and nurses
- ▶ Monitoring and ongoing assessments
- ▶ Complete review of medication and medical profiles
- ▶ Comprehensive therapy management
- ▶ Multimedia and online resources

96%

satisfaction rate or higher for the past 8 years²

550

Accredo home infusion nurses on staff¹

>90%

of specialty drugs at Accredo have an assistance program available and are supported by Accredo copay assistance coordination teams³

500

Accredo condition-focused pharmacists¹

Together, all the way.®



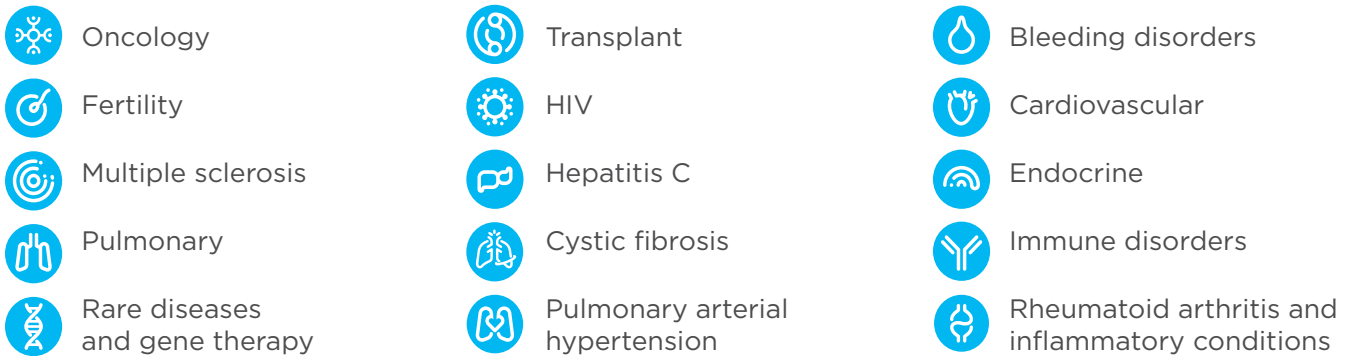
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Therapeutic Resource Centers

Going above and beyond for our customers to help deliver the best possible outcomes. Each TRC acts as a smaller pharmacy with unique clinical features, therapy management programs, and drug and condition-specific protocols to help achieve the best possible outcomes for customers. Below are examples of those unique features within just a few of Accredo's TRCs.*

	WHAT'S UNIQUE	WHY IT'S IMPORTANT	RESULTS
IMMUNE DISORDERS	24/7/365 nurse support to educate and counsel, plus in-home infusion nurses	<ul style="list-style-type: none"> Offers flexible and convenient nurse support on the customer's schedule 	<ul style="list-style-type: none"> 99.7% in-home infusions managed to completion⁴
MULTIPLE SCLEROSIS	Adherence monitoring with proprietary depression screening	<ul style="list-style-type: none"> Helps reduce dose skipping and relapse 7.5x higher suicide rate than the general population⁵ 	<ul style="list-style-type: none"> 85% overall adherence⁶ Screenings result in an average of 300 clinical engagements with patients each month⁷
BLEEDING DISORDERS	Hands-on education for patients and caregivers	<ul style="list-style-type: none"> Head bumps and injuries could be life threatening Emergency knowledge is critical 	<ul style="list-style-type: none"> 98% patient satisfaction rating⁸ Nurses may see pediatric patients daily for years

Accredo's 15 highly focused specialty TRCs support the following therapy classes.



Customers taking a specialty medication not dispensed by Accredo will receive this important specialty medication and condition counseling from Cigna specialty condition clinicians.



To learn more about how high-value, comprehensive specialty pharmacy benefits can help you and your employees who are taking specialty medications, please contact your Cigna sales representative.



*Program availability for Cigna clients is anticipated Q4 2019, subject to change.

1. Accredo operations data, 2019.
2. Accredo infusion field nursing rates, 2017.
3. 2019 analysis of manufacturer and foundation assistance programs for drugs to which Accredo has access.
4. Accredo monthly report data, 10/2017.
5. National MS Society, MS Symptoms and Diagnosis, <https://www.nationalmssociety.org/Symptoms-Diagnosis/MS-Symptoms/Depression>. Accessed January 12, 2018.
6. Express Scripts analysis of data from Truven Health Analytics MarketScan, 6/2016.
7. Accredo book of business data, Q3 2017.
8. Accredo book of business data, 2017.

Product availability may vary by plan type and location and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and complete details of coverage, contact your Cigna sales representative.

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