



PerformanceEdge™

Patient Services and Hubs

Patient Services Benchmarks – Diabetes

A private, ongoing, multi-client study.

APRIL 2018.



2018 U.S. Syndicated Services Portfolio

Brand Access and Distribution Insights



- Market Access
- Brand Value Proposition
- Patient Access Journey
- Brand Access
- Marketplace Dynamics
- Oncology Pathways
- Specialty Pharmacies and Specialty Distributors

Account Team Performance



- Market Access
- Customer Relationships – IDN Channel
- Market Access
- Customer Relationships – MCO Channel

Account Profiles and Comparisons



- Leading Health Plans and PBMs
- Regional and Blues Health Plan Profiles
- National Account Full Profiles
- Leading IDNs
- IDN Profiles

Access Environment and Trends



- Insurance and Benefit Design
- Value, Quality, and Reimbursement
- Delivery of Care
- Drug Management Tactics

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Specific recommendations for your organization

Research Overview

Patient Services Benchmarks – Diabetes

This research is the second of four publications from Patient Services and Hubs for 2018.

Key Questions Answered

- Which patient support services provide greatest value to endocrinology offices?
- Which attributes are most critical to motivate patient support services referrals?
- What opportunities exist to most improve customer experience with and utilization of patient support services?

Methodology

- Health Strategies Group conducted in first quarter of 2018 a total of 50 online surveys among physician office users of diabetes patient support services.
- Health Strategies Group utilized primary data and in-depth secondary research to create snapshots of select diabetes patient support services and their performance.
- Additional detailed survey data and secondary research spreadsheets available for each product.

Table of Contents

Research Overview	6
Patient Services Benchmarks – Diabetes	8
Patient Support Services Snapshots	19
<i>Farxiga</i>	20
<i>Invokana</i>	23
<i>Januvia/Janumet</i>	26
<i>Lantus</i>	29
<i>Tradjenta</i>	32
<i>Trulicity</i>	35
<i>Victoza</i>	38
Appendix	41

List of Figures

Patient Support/Hub Services Lifecycle	6
Perceived Value of Diabetes Patient Services	7
Necessity of Patient Services Components	7
Physician Office Practice Utilization of Branded Patient Services	8
Perceived Value of Branded Patient Support Services	8
Physician Satisfaction with Patient Services Components	9
Higher and Lower Rated Performers for Rx Status Portal	11
Perceived Value of Materials Used By Patients Researching Conditions	12
Attributes Critical to Motivating Referrals for Diabetes Patient Services	13
Higher and Lower Rated Performers for Ease of Process	14
Motivators to Patient Services Referrals	14
Higher and Lower Rated Performers for Broad Patient Eligibility Criteria	15
Institutional-based Practices Differentiate Usefulness for Individual Services	16
Preferences for Benefit Verification Assistance	17
Effectiveness in Creating Patient Support Program Awareness	18
Appendix	19
Respondent Demographics	20



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