



PerformanceEdge™
Patient Services and Hubs

Patient Services Benchmarks – Oncology

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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Research Overview

Patient Services Benchmarks – Oncology

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

Key Questions Answered

- **Which patient support services provide greatest value to oncology practices?**
- **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 oncology patient support services.
- Health Strategies Group utilized primary data and in-depth secondary research to create snapshots of select oncology patient support services and their performance.
- Additional detailed survey data and secondary research spreadsheets available for each product.

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