



PerformanceEdge™
Patient Services and Hubs

Patient Services Benchmarks – Rare Disease

A private, ongoing, multi-client study.

SEPTEMBER 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 – Rare Disease

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

Key Questions Answered

- **Which patient support services provide greatest value to specialty 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 a total of 97 online surveys among specialty physician office users of patient support services during the first quarter of 2018.
- Health Strategies Group utilized primary data and in-depth secondary research to create snapshots of select specialty patient support services and their performance.
- Health Strategies Group has additional detailed survey data and secondary research spreadsheets available for each product.

Source: Health Strategies Group, Patient Services and Hubs, September 2018.

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