

PerformanceEdge™

Patient Services and Hubs

Autoimmune

Patient Services and Hubs assesses the use and value of programs in your therapeutic market and highlights industry best practices so you can identify opportunities to improve.

Patient Services and Hubs answers your questions about benchmarks for:

- Use and value of patient support services
- Hub vendor performance on cost and service
- Industry best practices and case studies
- Future outlook

See Your Patient Services and Hub Performance Compared to Industry Leaders



You can use Patient Services and Hubs to:

Measure the performance of patient services and Hub vendors in your market

Identify industry best practices

Benchmark Hub and patient support services

Identify gaps and opportunities to improve









<p>July 2018 Mar, June, Sept, Dec 2019* Patient Services Benchmarks</p>	<ul style="list-style-type: none"> ▪ Snapshots of patient support programs for leading drugs in category ▪ Quarterly updates to highlight new programs and changes to existing programs ▪ Ratings of key program components based on provider and patient customer experience; accessible in a dynamic, interactive database updated quarterly
<p>October 2018 June, December 2019* Patient Services Best Practices and Case Studies</p>	<ul style="list-style-type: none"> ▪ Overall assessment of best practice patient support programs ▪ Case studies of programs advancing and/or overcoming critical issues in performance measurements
<p>Mar, June, Sept, Dec 2019* Hub Vendor Benchmarks**</p>	<ul style="list-style-type: none"> ▪ Comprehensive set of Hub vendor profiles ▪ Quarterly updates to highlight relevant changes to vendor programs and relationships ▪ Hub vendor performance on key cost and service attributes; accessible in a dynamic, interactive database updated quarterly
<p>November 2019* Outlook 2021**</p>	<ul style="list-style-type: none"> ▪ Future growth trends impacting need/utilization; pipeline influences, revenue growth needs and demands, healthcare reform, government influences, IT enhancements and modifications

*2019 delivery dates subject to change

** Quarterly updates to call out changes to existing programs or new programs

<p>Brands Include</p>	<ul style="list-style-type: none"> ▪ Actemra ▪ Benlysta ▪ Cimzia ▪ Cosentyx ▪ Enbrel ▪ Humira ▪ Orencia ▪ Stelara ▪ Xeljanz
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