

# SPECIALTY PATIENT BUSINESS INTELLIGENCE






*Actionable insights for optimized patient experience and improved prescription efficiency*

ConcertAI's STAR provides transparency into the patient journey, with timely, actionable insights that empower you to streamline prescription efficiency, improving patients' experience and maximizing brand value. STAR provides quick and easy access to key metrics with 24/7 availability with filtering, trending and drill-down capabilities. Data published in STAR has gone through extensive validation and cleansing, has been de-duped, de-identified and aggregated to serve as a single point of truth with the highest levels of HIPAA-compliance.

## Benefits of STAR include:

-  Improved Patient Experience
-  Boosted Specialty Pharmacy Network Performance
-  Increased Brand Equity
-  Maximized Sales

## Efficiency improvements are realized by the following teams:

-  **Brand:** Identify issues impacting product acquisition such as regional challenges with product affordability
-  **Access & Reimbursement:** Target system issues keeping patient from getting product quickly
-  **Trade & Channel:** Reporting of SP compliance with data contracts
-  **Patient Services:** Monitor patient service utilization by type
-  **Commercial IT:** Track accurate, timely and complete data file delivery

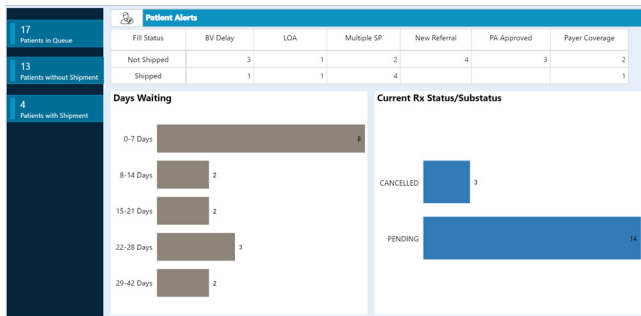
## Market Access Modules

Analytics measuring speed and efficiency of product distribution empowers teams to intervene in stalled prescriptions. STAR identifies systemic issues keeping patients from getting product quickly. Maximize prescribing with an improved care profile for prescribers with trends indicating a need for an enhance level of education.

### Access & Reimbursement

Identify and prioritize prescribers needing help with tasks impeding prescription pull-through for patients without product. Common trouble areas include prior authorization and benefits verification processing, appeal filing, and identification of patient financial support programs.

- > Actionable patient journey insights and alerts to region managers inform on new prescribers and high numbers of Patient in Queue (PIQ) awaiting therapy. This allows for increased prescription completion.
- > Dashboard with alerts to pharma teams identifies prescribers with high numbers of patients with who have not yet received product, and includes cause of delay to maximize actionability of insights.



## Patient Metrics

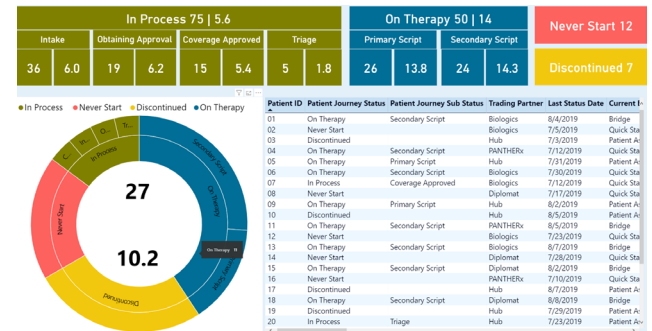
Pinpoint issues inhibiting specific patients from getting on therapy. Empower teams to improve their patient experience with:

- > Metrics on patients at all stages of therapy to facilitate analysis of cohorts identified in Access & Reimbursement
- > HIPAA-compliant, de-identified patient level transactions

Territory	Region	Rep	SP Patient ID	Hub Patient ID	Fill Status	Alerts	DaysWaiting	Script Date	Referral Date	Ship date	Next Expected Ship Date	Ph
Territory-1	America/Kentucky	Joseph Rudman	654321	123456	Not Shipped	BV Delay	7	09/03/2019	09/04/2019	NULL	NULL	Jac
Territory-1	America/Kentucky	Joseph Rudman	NULL	687462	Not Shipped	NULL	08/09/2019	08/10/2019	NULL	NULL	NULL	Jac
Territory-1	America/Phoenix	Thomas Grady	654322	123457	Not Shipped	Payer Coverage	13	08/28/2019	08/30/2019	NULL	NULL	KEI
Territory-1	America/Phoenix	Thomas Grady	654324	123458	Shipped	LOA	23	08/05/2019	07/01/2019	07/18/2019	08/18/2019	KEI
Territory-1	America/Phoenix	Thomas Grady	654327	123455	Not Shipped	Payer Coverage	9	09/01/2019	09/04/2019	NULL	NULL	KEI
Territory-1	America/Phoenix	Kierstin Cleary	NULL	124875	Not Shipped	BV Delay	2	09/08/2019	09/08/2019	NULL	NULL	AR
Territory-1	America/Phoenix	Teresa Harper	NULL	321563	Shipped	NULL	06/20/2019	07/01/2019	07/08/2019	NULL	NULL	SC
Territory-1	America/Phoenix	Jennifer Thomas	NULL	654332	Shipped	NULL	07/01/2019	07/11/2019	07/15/2019	NULL	NULL	MB
Territory-2	America/Denver	Thomas Spetter	654326	123450	Not Shipped	Multiple SP	19	08/22/2019	08/26/2019	NULL	NULL	AN
Territory-2	America/Los Angeles	Anthony Ballan	654329	123453	Shipped	Payer Coverage	08/28/2019	08/12/2019	07/08/2019	NULL	NULL	SO
Territory-3	America/Indiana	Jadejyn Felke	624551	654565	Shipped	Multiple SP	07/01/2019	08/12/2019	07/14/2019	NULL	NULL	BC
Territory-3	America/Monticello	Darwin Browne	3969483	808985	Shipped	NULL	08/01/2019	08/16/2019	08/19/2019	08/18/2019	NULL	MJ
Territory-3	America/Monticello	Jennifer Savage	654320	123452	Not Shipped	New Referral	4	09/06/2019	09/06/2019	NULL	NULL	SU
Territory-4	America/Chicago	Vickie Robinson	654323	875468	Not Shipped	LOA	32	08/09/2019	08/26/2019	NULL	NULL	ER
Territory-4	America/Louisiana	Thomas Haak	8768	876446	Not Shipped	NULL	08/14/2019	08/15/2019	NULL	NULL	NULL	CH
Territory-4	America/Louisiana	Thomas Haak	NULL	876546	Not Shipped	BV Delay	27	08/14/2019	08/15/2019	NULL	NULL	CH
Territory-5	America/Detroit	Audrey Swanson	654325	123459	Not Shipped	NULL	27	08/14/2019	08/16/2019	NULL	NULL	Ab
Territory-5	America/Detroit	Audrey Swanson	809083	957099	Not Shipped	NULL	07/16/2019	07/22/2019	NULL	NULL	NULL	Ab
Territory-5	America/New York	Andrew Brian	NULL	123454	Shipped	BV Delay	17	07/01/2019	07/19/2019	07/25/2019	08/24/2019	PE
Territory-6	America/Boston	Nathan Silberman	654331	123451	Not Shipped	NULL	31	08/10/2019	08/18/2019	NULL	NULL	VV

## Patient Journey Dashboard

Visualize where your patients are in your network so that you can identify next-best-action to expedite prescription completion. Pinpoint if they are stuck in the intake process, awaiting primary or secondary script, or discontinued. View whether patients are receiving commercial product, are on patient assistance programs to jump-start onboarding.



“ With ConcertAI STAR, we are able to more quickly pinpoint and resolve issues that are keeping patients from getting therapy quickly. ”

- VICE PRESIDENT, COMMERCIAL ANALYTICS

## Business Review Modules

Achieve deep insights into performance of a distribution network to optimize the speed and efficiency of therapy delivery.

### Network Overview

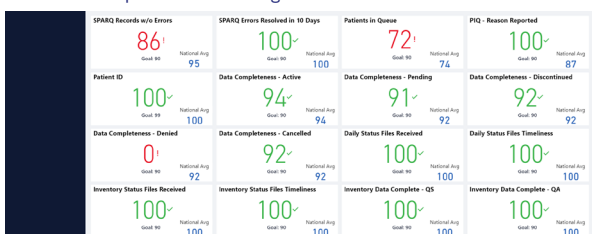
Understand the overall health of a distribution network so that improvements can be made to maximize product success, with:

- > Sales trends - volume by Rx, patient, prescriber, pharmacy
- > Patient experience - time to fill
- > Data quality
- > Specialty pharmacy leaderboard

Sales Trends delivers near-real time status of product roll-out



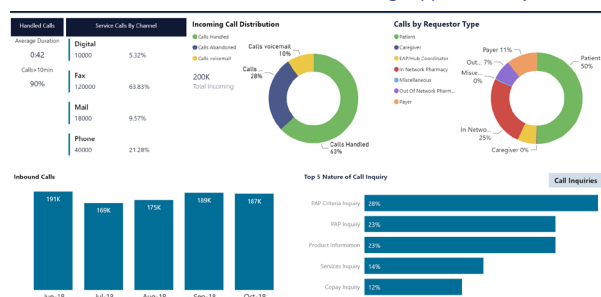
Data Quality provides deep insights into timeliness and accuracy of data delivered compared to contract goals



### Hub Performance

Measure performance of patient services providers to ensure patients receive the quickest and most appropriate assistance that gets therapy in their hands most effectively.

Hub Performance delivers information tracking support activity



## Pharmacy Business Review

Optimize specialty pharmacy performance with visibility into reporting and contract compliance to ensure complete, timely and accurate patient reporting and data supplier reimbursement.

- > **Specialty Pharmacy Network Overview:** Monitor product success by pharmacy with top line patient, prescriber and product counts and filling and shipping trends.

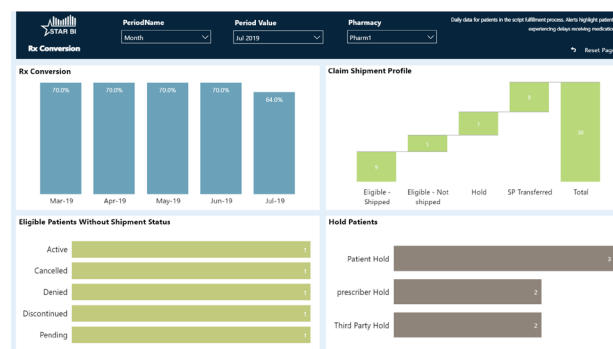
Business Review modules show each distribution partner's performance



- > **Patient Lifecycle:** Track how well specialty pharmacies and hubs manage patients' adherence to therapy regimens with measures of prescription efficiency by entity and network-wide including:

- > Time to first fill
- > Time on therapy
- > Rx Conversion
- > Hub service utilization
- > Therapy adherence

Rx Conversion evaluates the SP's performance in converting referral prescriptions into product shipped to the patient



### Product Movement

Track product movement and inventory within specialty pharmacies and third-party logistics providers to optimize product placement, avoid shortages or overages and highlight data feed discrepancies.

**ConcertAI** delivers powerful, integrated real-world data and AI-driven solutions to transform how insights are generated and accelerate therapeutic innovations to patients.

Contact us to learn more about STAR.