



Ardon Health Hepatitis C clinical program overview

About Ardon Health

Based in Portland, Oregon, Ardon Health offers enhanced pharmacy care with a human touch. That means embracing the full health ecosystem – because getting better isn't just about filling a prescription. It also involves connecting patients, providers, manufacturers, payers and the community with health tools and resources. At heart, we simply want to help people enjoy healthier lives.

Ardon's award-winning specialty pharmacy team is committed to providing high-quality care and services. Learn more about our commitment to improving lives at [ardonhealth.com](https://www.ardonhealth.com).

From the time patients are introduced to Ardon services, they are all automatically enrolled into our high-touch, interactive patient management program. Our clinician-guided approach is designed to:

- Enhance patient understanding of their disease state and prescribed therapy
- Increase medication adherence
- Improve coordination with patients, caregivers, and healthcare providers to optimize outcomes, prevent and detect adverse events and assess and recommend appropriate preventative care

Ardon's patient management program utilizes evidence-based clinical research data to help remove obstacles to care and to provide support for patients throughout their unique treatment journey. In addition to Ardon's patient management program, patients participate in disease-specific, evidence-based clinical programs that are designed to provide additional tailored education and monitoring across a variety of medical conditions. Such tailored clinical programs offer detailed assessments at specific treatment intervals to ensure patients are progressing towards individualized treatment goals and optimized therapeutic outcomes.

Ardon Health's high-touch patient services include:

- **Benefits investigation**
 - Ardon identifies the availability and level of insurance coverage for each medication across commercial, government funded and medical benefit sources. Patient out-of-pocket responsibility is identified prior to filling the prescription.
- **Prior authorization (PA) management**
 - Ardon coordinates and monitors the PA process for efficiency, assisting in appeal coordination as necessary.
 - Ardon coordinates communication between the insurance plan, patient, and prescriber throughout the PA process.
 - Ardon monitors and initiates PA renewals 30 days prior to expiration.
- **Financial assistance enrollment**
 - Ardon connects all patients with programs that can reduce out-of-pocket expenses and improve adherence. Examples include:
 - Co-pay card/assistance programs
 - Financial assistance
 - Charitable foundations
- **Support program connection**
 - Ardon coordinates patient enrollment in advocacy groups and manufacturer support programs that may include nurse ambassadors, patient support groups, medical supply programs, etc.
 - Ardon connects patients to additional resources when concerns related to social determinants of health arise, including, but not limited to, transportation, physical environment, or social support resources.
- **Health history**
 - Ardon collects comprehensive health histories for each patient starting at the time of initial care and continuing throughout their treatment journey.
 - With each medication fill, Ardon communicates with patients to identify:
 - Changes to allergies and medication use (prescription and OTC)
 - New health conditions
 - Worsening symptoms or health conditions
 - Missed doses of medication(s)
 - Side effect(s) experienced
 - Patient/caregiver questions or concerns
 - All health updates are triaged to a pharmacist for review and patient counselling occurs as needed to ensure continued appropriateness of therapy.

- **Therapy education**
 - Education is provided over the phone by a clinical pharmacist prior to the start of treatment, and throughout therapy to answer any questions or address any concerns that may arise.
- **Preemptive refill coordination**
 - To prevent any disruption to therapy, Ardon outreaches to all patients a week before they run out of medication supply to coordinate their next delivery.
 - Prescribers are contacted to develop a next plan of action for patients whom Ardon has been unable to contact after three attempts.
- **Adherence management**
 - Evaluation of adherence to therapy occurs at every refill call. Patients experiencing adherence issues are counseled by a pharmacist on the importance and techniques for improving adherence.
 - Through adherence monitoring, appropriate interventions are established to ensure physicians remain informed of any concerns, as necessary.
- **Side effect management**
 - Evaluation of side effects occurs at every refill call.
 - Patients experiencing side effects are counseled by a pharmacist on prevention, minimization, and management strategies, and referred to the prescriber if needed.
- **Coordination of care**
 - Ardon communicates with all members of the patient's health care team, including prescribers, caregivers, and other ancillary health care providers as appropriate for reasons such as medication intolerance, adherence concerns, disease progression, etc.
 - Ardon pharmacists connect with providers to provide patient updates and determine appropriate plans of action.

Hepatitis C Program

Ardon Health's Hepatitis C clinical program is designed to support patient understanding of their disease state and optimize treatment outcomes through the delivery of tailored treatment education, patient assessment, and care coordination. Through Ardon clinical services, patients receive the education and tools necessary to mitigate side effects, ensure treatment adherence, prevent drug interactions, and achieve treatment goals.

All patients prescribed medication for the treatment of Hepatitis C are automatically enrolled into Ardon's Hepatitis C clinical program. A trained specialty pharmacist will connect with them at the start of treatment and provide support and guidance throughout their journey to ensure safe and effective care.

Ardon Health's Hepatitis C Program components include:

- **Treatment regimen review:** Ardon pharmacists review every treatment regimen to ensure appropriateness based upon patient-specific factors including, but not limited to; genotype, treatment history, cirrhosis, comorbidities, etc.
- **Therapy education:** All patients and/or caregivers receive education prior to the first use of medication. Education is provided both over the phone as well as in printed materials included in each medication delivery. Education focuses on the following key elements to ensure successful therapy:
 - Directions for use and treatment duration
 - Proper administration (e.g., with or without food, dose timing)
 - Importance of adherence in mitigating the risk of viral resistance
 - Instructions for communicating about and handling a missed dose
 - Appropriate medication storage
 - Side effect prevention, mitigation and treatment
- **Reinfection:** Aligning with AASLD/IDSA guidelines, during pretreatment assessment, Ardon pharmacists educate patients on the potential for reinfection. Education is aimed at ensuring patient understanding that certain high-risk behaviors can increase the risk for reinfection.
- **Lab monitoring:** In reviewing goals of therapy, patients are educated on the concept of SVR12 and importance of adhering to follow up lab appointments.
- **Vaccination:** Aligning with CDC vaccination recommendations, pharmacists assess patient vaccination status for Hepatitis A and B and stress the importance of vaccination in Hepatitis C patients without history of immunity.
- **Drug interactions:** Interactions can have a significant impact on the effectiveness and safety of hepatitis C treatment. As recommended by the AASLD/IDSA guidelines, drug interaction screenings occur not only prior to starting therapy, but also throughout treatment to ensure any changes in prescription, over-the-counters, or supplements will not negatively impact treatment outcomes.

We understand that any diagnosis can bring uncertainty, and patients may wonder where to begin and how to pay for unexpected costs. Ardon offers each patient a helping hand to move through simplified steps of receiving care and completing treatment. As a result of our high-touch services, Ardon maintains an industry-leading level of adherence in patients receiving treatment for Hepatitis C. By placing full attention on the individual, Ardon can ease patient concerns and coordinate healing therapies.

How to connect with us

We want to make it easy for you to partner with Ardon Health for all your specialty pharmacy needs. Ardon Health can receive patient enrollment and prescription information through phone, fax, or electronic transmission. Additionally, we have disease specific patient enrollment forms, including Hepatitis C, available on our website, ardonhealth.com.

Upon receipt of either a new prescription or patient enrollment information, Ardon will reach out to coordinate any outstanding prescription requirements. We will then contact patients and/or providers to arrange medication delivery.

- We provide free next-day medication shipping to any location
- We utilize additional courier services to track and ensure on-time deliveries
- We reach out to patients a week before their prescription runs out to schedule their next medication delivery
- Our clinical pharmacists are available 24 hours a day, every day of the year to answer questions and provide clinical support

Visit ardonhealth.com or call us at **855-425-4085** to learn more about how we can take care of your pharmacy needs and remove barriers for both you and your patients. You email us at info@ardonhealth.com. (Please do not send confidential information to this email.)

Business hours:

Monday through Friday, 8 a.m. to 7 p.m. PT
Saturday 8 a.m. to 12 p.m. PT

We look forward to connecting with you!

Ardon Health, LLC.
11835 NE Glenn Widing Drive
Portland, OR 97220
Phone: 855-425-4085
Fax: 855-425-4096