Case Study

Walgreens Max90™

Navitus Health Solutions provides innovative, customized solutions geared toward lowering overall employee health costs for plan sponsors and improving pharmaceutical care for members, passing through 100% of all discounts and rebates.

The challenge

Like other pharmacy benefit managers (PBMs), Navitus faces specific challenges that can impact its success in the competitive PBM space. These include:

- Reducing escalating prescription drug costs
- Reducing overall healthcare spend by providing members access to lower-cost medications
- Providing a convenient way for members to receive a three-month supply of medication filled at one time

Most pharmacy benefit plans allow for a 90-day supply of certain medications through mail services pharmacies. However, a number of payers and employers are not offering members the option to receive a 90-day supply through their local pharmacy. This results in higher costs, under-utilization and poor adherence. These results can drive the cost up, both in purchasing higher-cost drugs and in medical outcomes.

Walgreens solution

An expanded Max90 program for Navitus was instituted at the beginning of 2010 and measured over a period of 18 months.

Case summary

- The cost of prescription drugs is escalating.
- Providing members access to lower-cost medications is key.
- Making prescription refills more convenient can increase adherence.
- Chronic-condition patients who receive 90-day supplies at retail have much higher adherence rates than patients receiving 30-day supplies.
- Walgreens enabled Navitus to offer its clients a program where members can have 90-day prescriptions filled at their local pharmacy with face-to-face pharmacist support.
- The result: Navitus Health Solutions saved $43.34 million in 18 months through the Walgreens Max90 program.

See other side for more
Walgreens solution (continued)

Through the offering, Navitus PBM clients were able to broaden their penetration by converting members who wanted to preserve the relationship with their local Walgreens community pharmacist and change a 30-day refill to a 90-day retail refill. Walgreens Max90 solution drove success of 90-day penetration for Navitus through three key components:

- **Face-to-face interaction**: Engaging with patients on a face-to-face basis, Walgreens pharmacists created personal connections which helped improve health literacy and understanding of medication regimens.
- **Proprietary technology solutions**: Because 90-day eligibility varies by plan and formulary, Walgreens has implemented robust systems that enable pharmacists to determine eligibility on the spot, enhancing the 90-day conversion process.
- **Improved member awareness**: Walgreens provides comprehensive communication support to help health plans increase member awareness and drive participation in the 90-day program.

The results

For Navitus, the results of the programs have been extremely positive:

- Navitus Health Solutions saved $44 million in an 18-month study period through the Walgreens Max90 prescription drug program.
- Walgreens Max90 program helped Navitus experience a 90-day penetration rate increase of more than 18 percentage points. This increase played a critical role in generating the $44 million in savings.
- Walgreens implementation of the program also led to achieving a generic utilization rate of 79.2% for 90-day prescriptions through the community pharmacies. This improvement was primarily attributed to face-to-face interaction with the Walgreens pharmacists.
- Mail service pharmacy penetration remained flat during the 18-month period; 90-day at retail did not cannibalize volume through mail service.

Today more than 1 million lives covered through the Navitus network have access to the Walgreens Max90 program.

"For our clients, Walgreens 90-day benefit represents a great alternative to mail service, providing better access to larger quantities of maintenance medications. And for our organization, 90-day provides a great way to demonstrate additional value and cost savings over and above what’s traditionally available through the retail or mail pharmacy networks."

– Alan Van Amber, vice president of pharmacy network development at Navitus

Max90 Program Results

In just eighteen months, Navitus realized impressive gains with Max90:

- **Savings of $43.34 million**
- **90-day penetration up 18 percentage points to over 37%.* **
- **2% to 3% in generic utilization**

*Adjusted figure to reflect assumption that one 90-day prescription is equivalent to three 30-day prescriptions.

Call 877-727-9247
Or email us at solutions@walgreens.com