

Rx Matters



A newsletter created for Walgreens Health Initiatives clients, delivering a mix of news and trends in healthcare, and up-to-date information about our products and services



Walgreens Specialty Pharmacy Enhanced with Schraft's Acquisition

Walgreens Specialty Pharmacy finalized the purchase of Schraft's, a Specialty Pharmacy, one of the nation's leading providers of advanced fertility medications and services, in late 2005. The highly trained Schraft's fertility team includes pharmacists, nurses, pharmacy technicians, reimbursement specialists, and customer care representatives,



Unmatched service and customer support through the entire fertility cycle

at our state-of-the-art customer care center and dispensing facility in Livingston, N.J. With more than a decade of experience focused exclusively on patients who struggle

with infertility, Schraft's has earned a reputation for excellence from patients, payors, reproductive endocrinologists (REs), and biopharmaceutical manufacturers.

Speed and accuracy are critical to providing successful fertility pharmacy care. We measure turnaround time in hours—and sometimes minutes. The majority of prescriptions are filled immediately as they are received by physician fax or phone call, then dispensed and shipped via Priority FedEx®.

After the prescription leaves the facility, the patient support continues. Fertility patients are often overwhelmed by the mechanics necessary to complete an in vitro fertilization (IVF) cycle, so we offer compassionate, patient support around the clock.

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Whether it's a discussion about injection-site care, medication storage and handling, or drug administration, our Schraft's team provides unmatched service and customer support throughout the entire fertility cycle.

Patient Satisfaction and Cost Savings

This careful attention to the fertility patient's needs results in superb patient satisfaction. On a scale of 1 to 5, with 5 being excellent, the most recent overall satisfaction rating for Schraft's, a Walgreens Specialty Pharmacy was 4.84, with a range of 4.69 to 4.89, when measuring 10 categories of patient satisfaction.

Patient satisfaction is also important to payors. So, too, is cost savings. Schraft's uses its longstanding experience and expertise to offer a monitored dispensing program designed to help ensure that only the necessary quantity of medication is dispensed for each patient cycle. Our Schraft's team has developed models to rigorously identify opportunities for savings via these waste management programs. With the average cost of one IVF cycle at nearly \$12,500, reducing unnecessary drug costs can result in significantly reduced expenditures for payors and patients. With a large majority of benefit programs having a cap, cost control is key.

Even payors who do not provide coverage or limit coverage for fertility treatment can benefit from the Value Incentive Program (VIP). It allows them to provide an excellent value-added discount program to their members, featuring highly competitive pricing on certain medications.

Dedication and Experience

Our Schraft's team also has established a reputation as a premier fertility pharmacy among the leading fertility care providers. With a team of reproductive field consultants who, combined, have more than



100 years of fertility expertise, Schraft's has built long-standing relationships among the fertility care providers. The REs and their nurses have little tolerance for errors when it comes to patient care, and our Schraft's team understands that. Through the years, this team has developed relationships with nearly all of the fertility clinics in the country—approximately 400. Now, due to the experience and expertise of everyone at Schraft's, we are able to save REs and their nursing staff time because we understand their treatment protocols and can streamline the ordering process.

The *acute* nature of fertility treatment makes it different in the specialty pharmacy market where most therapies are used to treat *chronic* conditions. Savvy payors realize that “lumping” their fertility program into their standard specialty pharmacy program in an attempt to have a “one-stop shop” provider may not deliver the best results. As such, some have chosen to carve out their fertility programs. If you're interested in learning more about our fertility program, please contact your account manager today. He or she will be happy to schedule time with you and one of our Schraft's representatives to discuss our program offerings and benefits in greater detail.

Statin Strategy Set for Generic Launches

As the most effective class of drug for lowering “bad cholesterol” levels (serum low-density lipoprotein cholesterol), statins, the 3-hydroxy-3-methylglutaryl-coenzyme A (HMG-CoA) reductase inhibitors, are the medications most often prescribed when a person needs a cholesterol-lowering medicine.

Statin are the number-one therapeutic class by drug spend, representing 9.4 percent of our clients’ drug spend in 2004. With the approaching generic availability of the statins Pravachol® (pravastatin) and Zocor® (simvastatin) in April and June respectively, Walgreens Health Initiatives has determined that the best way to manage the statin class throughout 2006 is to continue to designate the most cost-effective drugs in that category—Crestor®, Lipitor®, Vytorin®—as preferred medications along with all generic statins. Pravachol and Zocor brands will remain nonpreferred.

“This approach for managing statins is the best short-term strategy for maximizing client and member value,” says Steve Basiago, vice president, Trade Relations for Walgreens Health Initiatives. Our statin strategy is designed to provide clients with maximum cost savings prior to the generic launches from the low-cost statins currently on the Walgreens Health Initiatives Preferred Medication List and then from the conversion of Pravachol and Zocor prescriptions to generic pravastatin and simvastatin. Maximum client cost savings will be realized through constant monitoring and adjustment of the maximum allowable cost (MAC) prices for these new generic drugs, as competition pushes acquisition costs down.

Customer Care Center Operation Expands to Support Growth

We’re pleased to announce the opening of two new state-of-the-art Walgreens Customer Care Center locations in Oklahoma City, Okla. and Cincinnati, Ohio. These facilities will greatly expand our call center operations and serve the tremendous growth of our commercial PBM, Medicare Part D, and Specialty Pharmacy business.

Our Oklahoma City location opened in January and performs clinical prior authorizations for commercial PBM plans and for our Part D partners. In addition, this location will provide Specialty Pharmacy therapy management services. There are currently more than 100 professionals employed including pharmacists, nurses, pharmacy technicians, and other customer care representatives. The 58,000 square foot center will employ nearly 300 professionals when it reaches capacity later this year.

In addition, our existing Cincinnati location is scheduled to be relocated to a much larger facility in the spring. This center will be the hub of operations for Specialty Pharmacy intake, admissions, and reimbursement. It will also support a number of therapy management programs and contain an infusion pharmacy. The center will open with nearly 100 employees, approximately 70 of whom are currently located in our existing Specialty Pharmacy Customer Care Center. The 47,000 square foot center will employ more than 250 professionals when it reaches capacity in approximately two years.



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Both centers will be equipped with our advanced call center technology that links all our facilities. This investment in infrastructure is a testament to our ongoing commitment to provide world-class service to our clients, members, healthcare professionals, and network pharmacies.

Web Site Enhanced

Members are now able to access and view their mail order prescription status online at their convenience 24 hours every day. This access to real-time information enables them to more efficiently manage their mail order prescriptions by allowing them to:

- See the status of their prescription orders, including shipment tracking information
- View more than a year of their Walgreens Mail Service prescriptions, including prescription numbers, for convenient online refills with the click of a mouse
- Print out their prescription history for their doctor, insurance or tax purposes

The screenshot displays the Walgreens Mail Service Prescription Status Results page. The page includes a navigation bar with 'Log Out', 'About Us', and 'FAQs'. A 'Welcome' message is addressed to 'Rosie'. The main content area is titled 'Prescription Status' and features a table of prescription orders. A 'Printer Friendly Version' of the table is also displayed below the main table.

Received Date	Rx No.	Drug Name	Copay	Qty	Status	Refill Online
02/13/2006	3727522	ADDITIONAL	\$1.11	30.0	Canceled	<input checked="" type="checkbox"/>

Received Date	Rx No.	Drug Name	Copay	Qty	Status	Refill Online
03/03/2006	3727522	ADDITIONAL MEDICATION	\$1.11	30.0	Canceled	<input checked="" type="checkbox"/>

Prescription information displayed for all mail service prescriptions includes received date, prescription number, drug name,

copay, quantity, refills, and status (received, in-process, or shipped). For shipped prescriptions, members can link to the shipping information indicating the shipping method, tracking number, and shipping date.

Encourage your members to register on www.mywhi.com to fully access details about their pharmacy benefit. Better-informed members make more efficient healthcare choices. In addition to more than a year of their total prescription history, the site provides information on prescription drug coverage, copays, the availability of generic and preferred medication alternatives, and pharmacy locations. We value your comments and appreciate ideas or web function requests you may have to further enhance our web site.

Medication Management

Below are some of the latest enhancements to Walgreens Health Initiatives Medication Management Programs—Clinical Prior Authorization (CPA) and Step Care Therapy—which provide patient-centric programs that promote clinically appropriate, cost-effective drug utilization:

Influenza QL Targets Stockpiling

Walgreens Health Initiatives has updated the Influenza Medication Quantity Limitation (QL) Program in order to help ensure the appropriate use of the target medications—Tamiflu® and Relenza®—and to help prevent stockpiling of these medications by patients.

These QL changes are in response to the significantly increased utilization of these medications, especially Tamiflu, since the outbreak of avian influenza in Southeast Asia. The QLs are based on the low risk level of avian influenza in the United States, according to the Centers for Disease Control and Prevention. The new QLs, restricted to one fill per month, allow the appropriate quantity and duration of treatment or prophylaxis for influenza, based on Food and Drug Administration-approved dosages.

Program changes include:

- New QL for Tamiflu: 10 capsules or three 25-ml bottles per 25 days for influenza treatment and prevention
- New QL for Relenza: One package per 25 days for influenza treatment (Relenza is not approved for influenza prevention)
- Addition of avian influenza information to the clinical rationale

New Symlin® CPA Program Aligned with Latest ADA Guidelines

Walgreens Health Initiatives has developed a new medication management program, the Symlin® CPA Program, designed to help ensure proper utilization of Symlin (pramlintide) as a second-line agent in the treatment of type 1 and type 2 diabetes mellitus (DM) in adults. In accordance with the 2005

Patient-centric programs that promote clinically appropriate, cost-effective drug utilization

American Diabetes Association (ADA) guidelines, our program restricts Symlin to patients who are under the care of an endocrinologist, have type 1 or type 2 DM, are on basal and mealtime insulin therapy, and have a HbA1c level between 7 percent and 9 percent, despite optimal individualized insulin management. (The goal HbA1c level for most

DM patients is less than 7 percent.) “Insulin-induced severe hypoglycemia is a serious adverse event related to Symlin use, therefore evaluation by an endocrinologist may be beneficial,” explains Palak Desai, Pharm.D., manager, Medication Management.

New Rx Indications

The Food and Drug Administration recently approved the following medications for new or expanded indications:

Drug Name	Original Indication	New or Expanded Indication
Depakote® ER (divalproex sodium extended-release) tablets	Approved in 1995 for the treatment of mania associated with bipolar disorder Other indications include: <ul style="list-style-type: none"> • Adults and children (10 years of age and older) with complex partial seizures, as mono- and adjunct therapy • Adults and children (10 years of age and older) with simple and complex absence seizures as mono- and adjunct therapy • Prevention of migraines in adults 	Treatment of acute manic or mixed episodes associated with bipolar disorder, with or without psychosis
Avelox® (moxifloxacin HCl) tablets	Avelox is the only marketed fluoroquinolone approved as monotherapy for this new indication. Other indications include: <ul style="list-style-type: none"> • Acute bacterial sinusitis • Acute bacterial exacerbation of chronic bronchitis • Community-acquired pneumonia • Uncomplicated skin and skin structure infections • Complicated skin and skin structure infections 	Treatment of complicated intra-abdominal infections in adults
Xyrem® (sodium oxybate) oral solution	Approved in 2002 for the treatment of cataplexy in patients with narcolepsy <ul style="list-style-type: none"> • Schedule III drug under the Controlled Substances Act • Only available through Xyrem Success ProgramSM 	Treatment of excessive daytime sleepiness (EDS) in patients with narcolepsy

Rx Drug Update

The Food and Drug Administration recently approved the following new medications:

Drug Name	Company/ Availability	Indication	Dose Form	Regimen	AWP as of January 2006
Exubera® (inhaled insulin)	Pfizer, Inc. Summer 2006	Treatment of adult patients with diabetes	1 mg and 3 mg dry-powder capsules for inhalation	Variable	Unavailable
Femara® (letrozole)	Novartis Pharma Currently available	Treatment of early breast cancer in postmenopausal women	2.5 mg tablets	One tablet daily	\$9.19 per tablet, \$275 per 30 days' therapy
Orencia® (abatacept)	Bristol-Myers Squibb Co. Currently available	Treatment of adult patients with moderate to severe rheumatoid arthritis	250 mg vials for infusion	500 mg–750 mg once per month	\$1,100 - \$1,700 per month
Ranexa® (ranolazine)	CV Therapeutics, Inc. March 2006	Treatment of adult patients with angina	500 mg tablets	500 mg–1,000 mg twice daily	Unavailable

Plan Ahead—Mark Your Calendar

Stop by the Walgreens Health Initiatives booth at these shows in April and May:

Academy of Managed Care Pharmacy (AMCP)
April 5-8, 2006 Washington State Convention Center Seattle, Wash. www.amcp.org

Alabama Society for Human Resources Management (SHRM) State Conference
May 17, 2006 Cahaba Grand (HealthSouth Conference Center) Birmingham, Ala. www.shrmalabama.org

National Managed Health Care Congress (NMHCC) 2006
April 24-26, 2006 Washington D. C. Convention Center Washington, D.C. www.nmhcc.com

Heartland Healthcare Coalition Annual Conference
May 5, 2006 Weaver Ridge Golf Club Morton, Ill. www.hhco.org

Pharmacy Benefit Management Institute (PBMI) Annual Prescription Drug Utilization Management Conference
April 26-28, 2006 Scottsdale Plaza Resort Scottsdale, Ariz. www.pbmi.com

SouthWest Benefits Association 31st Annual Conference
May 3-5, 2006 Hyatt Regency Hill Country Resort & Spa San Antonio, Texas www.swba.org

State and Local Government Benefits Association (SALGBA) 2006 National Conference
April 30-May 3, 2006 Louisville Marriott Downtown Louisville, Ky. www.salgba.com

National Observances

Some upcoming health-related events are listed below. For more information or a complete listing of this year's national observances, visit the National Health Information Center's web site at www.healthfinder.gov/library/nho.

Observance	Date	Sponsor/Web Site
American Diabetes Alert Day	March 28	American Diabetes Association www.diabetes.org
Alcohol Awareness Month	All April	SAMHSA's National Mental Health Information Center www.mentalhealth.org
IBS (Irritable Bowel Syndrome) Awareness Month	All April	International Foundation for Functional Gastrointestinal Disorders www.aboutibs.org
National Infant Immunization Week	April 22-29	National Immunization Program Centers for Disease Control and Prevention www.cdc.gov/nip/events/niiw/
Asthma and Allergy Awareness Month	All May	Asthma and Allergy Foundation of America www.aafa.org
Melanoma/Skin Cancer Detection and Prevention Month	All May	American Academy of Dermatology www.aad.org
National High Blood Pressure Education Month	All May	National Heart, Lung, and Blood Institute Health Information Center hin.nhlbi.nih.gov/nhbpep_kit/
HIV Vaccine Awareness Day	May 18	National Institute of Allergy and Infectious Diseases, National Institutes of Health www.niaid.nih.gov

New Specialty Pharmacy Pipeline Report Coming Soon

In March, look for the new quarterly *Specialty Pharmacy Pipeline Report* on the Walgreens Specialty Pharmacy web site. This report is designed to keep you informed about drugs in development. It includes a brief drug summary of specialty medications that may be approved by the Food and Drug Administration within the next two to four years. The overall report focuses on drugs that may impact treatment, the cost of treatment, and/or insurance coverage for various diseases and conditions. You will be able to access this informative tool at www.walgreenspecialtyrx.com/pipeline.



Manufacturer/ Drug Name	Indication	Mechanism of Action/Drug Class	Route of Administration	Phase	Comments
Cystic Fibrosis					
Inspire Pharmaceuticals/ INS-37217	Cystic fibrosis	Second generation PSY agonist; designed to enhance mucosal hydration and mucociliary clearance to keep lungs clear	Inhalation	III	Trials began late 2005; designated as an orphan drug.
Endometriosis					
Schering/ asoprisnil	Endometriosis and uterine fibroids	Selective progesterone receptor modulator	Not available	II and III	Phase II for endometriosis and phase III for uterine fibroids.

Medication Matters

The following article, written for your members, can help raise awareness of the importance of recording their personal medical history.

Tracking Your Medical History

You've called an ambulance because your father seems to have had a heart attack. When the paramedics arrive, they ask you what medications your father may currently be taking and whether or not he is allergic to any. Do you know?

You and your husband are planning to start a family. Do either of you have hereditary illnesses in your families that you could pass on to your future children?

You've moved to a new city and are seeing a general practitioner for the first time. She asks about your medical history and your family's. What do you tell her?

When every second counts, or you're in a routine meeting with your doctor, it is important that you know—to the best of your ability—your personal medical history and your loved ones'. Telling health-care providers correct medical information can help direct the course of your treatment and—in an emergency—possibly save your life or the life of someone you love.

Each of us has a personal medical history, and it is a good idea to keep a current, written record of it. Include medications you currently take, allergies you may have, conditions you may live with, and past surgeries you may have had. Give a copy of this record to your family doctor and dentist, as well as any new healthcare providers you may visit. Keep a copy in your wallet or purse, and let your loved ones know how to access it in case they need to act on your behalf.



It is important to know the personal medical histories of your parents. Should either of them suffer a stroke that impairs their ability to speak, who would answer health-care practitioners' questions on their behalf? Do you know if they have cholesterol, heart, or thyroid problems? Do you know what medications they take? Due to patient privacy laws, a pharmacy may not be able to tell you—even in an emergency.

The most informative personal or family medical history has information on first, second, and third-degree relatives. (First degree: brothers, sisters, parents, children. Second degree: grandparents, grandchildren, aunts, uncles, nieces, nephews, half siblings. Third degree: first cousins.) Gathering and organizing this information can take time, but the benefits of doing so are worth the effort. A detailed medical history can help you and your healthcare providers see which, if any, health risks may run in your family, and whether or not you or your loved ones may face them in the future.

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While he or she does not need a *detailed* copy of your personal or family medical history, it is a good idea to keep your pharmacist up to date on medications and supplements you currently take, as well as any you may be allergic to. With that information, your pharmacist will know how a new prescription may interact with your current medications and supplements.

Taking the time to record your personal medical history, and sharing it with your healthcare providers, may help to ensure that your life history is one that covers many, many years.

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Influenza QL Targets Stockpiling

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