

Senderra Quick Start Process Change

Effective Date: Monday, February 10, 2025

1 Overview of the Change

Starting February 10, 2025, EVERSANA will no longer dispense Quick Starts for new commercially insured, eligible patients. Instead, these free goods prescriptions (RXs) will be transferred to Senderra, who will handle the Quick Start dispense.

Note: Accredo and Kroger will not send any Quick Start patients directly to Senderra. These will be forwarded to EVERSANA (existing process today).

- EVERSANA will transfer the two free goods RXs to Senderra.
- No action is required from EVERSANA for the commercial RXs, as the network specialty pharmacy will continue to handle them.

Note: If EVERSANA has already contacted the patient for Quick Start, they would continue to follow up, work with the patient, and dispense the Quick Start at the HUB. If EVERSANA has not contacted the patient, then the free goods RXs would be transferred to Senderra for Quick Start dispensing.

Key Changes

- EVERSANA will transfer all **four prescriptions (RXs)** for commercially insured patients.
 - **Two free goods RXs** will be transferred to Senderra for Quick Start dispensing.
 - **Two commercial RXs** will continue to be transferred to the preferred specialty pharmacy, as done previously.
- If **Senderra** is the preferred specialty pharmacy, all four RXs will be transferred to them.

Note: Lumicera and Walgreens will still dispense Quick Starts for their own direct referral patients in lieu of sending to Senderra

2 Processes That Remain Unchanged

- **Intake and BV Process:** No changes to the current workflow.
- **Non-Commercially Insured Patients:**
 - For Medicare, Medicaid, Tricare, VA, and other government insurance, EVERSANA will continue transferring the two commercial RXs to the preferred specialty pharmacy.
- **Direct Referrals:** EVERSANA will continue performing only the intake process.
- **Existing Patients:**
 - EVERSANA will continue to dispense Quick Start refills.
 - Product Replacements, PAPs, and Bridge dispensations for existing patients will remain under EVERSANA's responsibility.

3 New Quick Start Process Workflow

Eligibility Verification

- Complete **intake** and **BV process** and determine if the patient has qualified for Quick Start, meaning that the patient has **commercial-only insurance**.
- As always, please remember to validate that the patient **does not have Medicare A, B, C, or D**, especially **if over 65 years old**, and that the patient does not have **Medicaid** or any **other governmental insurance** as their secondary insurance.

Creating a Quick Start Case

- If QS eligible, you will need to manually open a Quick Start case, go to the "**Details**" field in the **Quick Start** case, and change the "**Covered by Insurance**" field to **Yes**, then click <**Save**>.
- Run the BRE from the Quick Start case by hitting the "**Process Intake**" button, which will then create a Quick Start Dispense case if approved.

Pharmacy Referral Process

- The Quick Start dispense case will then allow you to create a **pharmacy referral** for the **two free goods RXs**. You will link the appropriate document and then save to allow the document to send to Pioneer.
- **Note:** Senderra will auto-populate as the transferring pharmacy for all Quick Start transfers as of 2/10/2025.
 - The dispense type will be "**Free Goods**"
 - The reason type will be "**Ready to Send**"

Document Management in Pioneer

- The RX document will now be in **Pioneer**. You will need to **duplicate the document** in Pioneer so that both the loading dose and the maintenance dose can be processed.
- As per normal, you will need to complete the profile of the patient by adding any **missing demographics/allergies** for the patient in Pioneer.

Prescription Data Entry

- You will then data enter the loading dose and maintenance dose prescription requirements as per usual.

Insurance Setup for Quick Start RXs

Important Change:

- For the Quick Start RXs to be sent to Senderra, you need to:
 - Change the primary insurance to "**Senderra Quick Start.**"
 - Choose the **commercial insurance** as the secondary insurance.
- This primary insurance selection alerts Senderra that the RXs need to be dispensed as a Quick Start, while the secondary (commercial) insurance allows Senderra to check if another pharmacy has already sent a commercial dispense for the patient before each Quick Start fill.

Transferring Commercial RXs

- Note that you will still complete the transfer of the other two commercial RXs per our normal process by using the dispense case with an **Access dispense type**, and you will choose the preferred specialty pharmacy as the pharmacy to which you will transfer the two RXs.
- You will still choose the **commercial insurance plan** as **the primary insurance** when transferring RXs to the preferred specialty pharmacy for commercial dispensing. This process remains unchanged.

Responsibilities for RX Transfers

- The **Pioneer team** will be responsible for transferring the RXs to the specialty pharmacy(s).
- The **case managers** will be responsible for the work in ACTICS.
- Any team member can create the profile in Pioneer and complete the Pioneer data entry processes.

4 Frequently Asked Questions (FAQs)

1. What if the Free Goods RX is filled out but the Commercial RX is blank or needs additional clarification (or vice versa)?

If we have one set of prescriptions that are ready to be transferred, then we should move forward with transferring those prescriptions while we are seeking the necessary clarification. Once we receive the clarification on the other prescriptions, we should then transfer those RX's at that time

2. Do we have screenshots of these changes?

Yes—there is another job aid that shows these changes via a step-by-step process using screen shots. The associated Work Instructions have also been updated, and either can be used as a resource.

3. Can I still send a Quick Start refill after 2/10/2025?

Yes—EVERSANA will still be responsible for dispensing Quick Start refills for existing patients.

4. Can I still send a PAP, Product Replacement, or Bridge dispense after 2/10/2025?

Yes—This change only affects Quick Start dispensing of new patients. EVERSANA will still be responsible for dispensing Product Replacements for all patients, PAPs for new patients and refills for existing patients, as well as Bridge for our existing patients that may now qualify as well as refills for existing Bridge patients.

5. What if I have additional questions about this change?

As always you can reach out to a member of the leadership team for clarification and/or utilize the Galderma Operations Teams chat to ask questions.