**2017 HTC Insurance Questionnaire**

**Goal:** Determine member insurance issues by region and develop strategy to work with HTCs and their contracting teams to increase the number of insurance contracts and enhance payer relations.

**Approach:** Begin discussions with HTCs Primary Contact (PC) and work with PC and contracting team.

**HTC Information**

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| **HTC Name:** |
| **HTC Primary Contact Name:** | **Email & Phone:** |
| **HTC Contracting Contact Name:** | **Email & Phone:** |

**Insurance Questionnaire**

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| **Questions** | **Responses** |
| What are your primary issues and challenges with payers? Need specific responses (self-insured plans, Medicaid, BC fully insured & self-insured, etc.) |  |
| Who are the top payers in your area and which payer networks are you in? Does your HTC have payer agreements through a stand-alone contract direct with the HTC, as part of the hospital/institution contract, as part of a physician contract or pharmacy contract? |  |
| Does your HTC have the capability to bill payers on a pharmacy form, CMS form or UB form, or do you use one mechanism for billing?  |  |
| What patient insurance data do you collect and how do you save/update patient information? Do you have patient insurance ID Cards? |  |
| What patient demographics information do you track? Number of patients (Peds, Adults), Diagnosis (FVIII, FIX, VWD, etc.), Insurance (private & public), specific insurance coverage (medical & pharmacy), product, units dispensed? |  |
| Do you track potential patients – known and unknown (not seen at your HTC) and how do you track? |  |
| Do you request dispensation data from outside pharmacies on your patients (Accredo, CVS Caremark, Optum Rx, etc.)? |  |
| How does your staff handle payer challenges (send Rx to required pharmacy, work to solve issue, get help from patient)? |  |
| Who is involved in contract negotiations with payers? Can you introduce me to them so we can work to solve your payer issues/challenges? |  |
| Who handles primary patient communications as it relates to insurance/integrated pharmacy program and how do you track patient choice? |  |
| Do you currently have any contract pharmacy arrangements in place? Please list contract pharmacy relationships? |  |