



A Strategic Approach to *Patient Assistance Program* Transitions

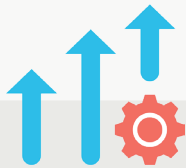


The Challenge: Mitigating Risk in Complex PAP Transitions

Patient Assistance Programs (PAP) are inherently large and complex. Transitioning these programs between vendors often carries significant risk. When conversions happen abruptly through a "big bang" approach—they frequently disrupt operations and negatively impact patient care. Pharmaceutical leaders need a partner who can manage this complexity without compromising patient and program continuity.

The Solution: A Modular Approach

CareTria has adopted a strategic alternative to the traditional "Big Bang" program conversion model. Our approach is focused on solving your biggest pain points up front while providing adaptability, operational continuity, and scalability to ensure seamless transitions.



Our Gradual Transition Strategy

Instead of a disruptive overhaul, we implement a 12–18-month transition plan. This approach moves services gradually aligned to solving your biggest pain points. This ultimately yields the highest results with minimal impact on the patient experience while allowing for meticulous optimization.



Focused Execution

We identify and isolate key pain points across intake, provider experience, case management, storage, fulfillment and delivery. By transitioning select, targeted areas immediately, we solve critical issues while maintaining stability in your program operations, data and compliance.



Scalable Operations

Our model supports growth through infrastructure which includes technology with infinite scale, more than one million square feet of storage, multiple pharmacy locations and a highly skilled agent staff backed by national and international capacity. We deploy technology-first, end-to-end programs backed by automation, digital engagement, and highly credentialed agents.

We Can Solve Your Biggest Pain Points

Intake and Provider Experience



e-enrollment in provider workflow
Intake via eRX

- Full digital enrollment eliminating data intake and missing information
- Branded eRX covered entity solution to increase flexibility and HCP awareness

Case Management



PAP eligibility determined via business rules



Call center agent support



E-eligibility check, e-income verification and eBV

- Highly scalable call center including dedicated international resourcing
- >85% automated services such as eligibility checks, income verification, and eBV for more immediate results & lower cost-to-serve

Storage, Fulfillment and Delivery



Omni-channel Patient engagement



Scalable dispensing for ambient and cold chain



Ambient/cold chain delivery



3PL product replacement



Adherence support & enrollment reminders



Coverage detection services



Commercial dispense when coverage detected

- 1M sq ft for scalable ambient and cold chain storage for dispensing
- Highly automated fulfillment capability of up to 2,500 Rx / hour
- Monthly coverage detection tied to CareTria commercial pharmacy for dispensing when commercial insurance is available

Partner with CareTria

Secure your program's future with a transition strategy designed for stability and speed. Contact us to discuss how we can optimize your Patient Assistance Program.

>6M

dispense per year

1.1

average turnaround time on dispensing

>86%

full automation for benefit verification (medical and pharmacy)

>100K

HCPs in CareTria provider network

Contact us to learn how CareTria can provide a solution for you