



Case Study: From Disruption to Precision

Transforming HUB Transitions into True Partnerships

Introduction

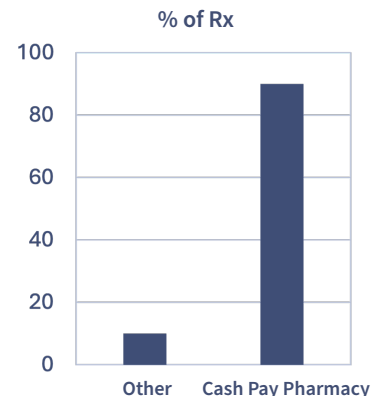
When operational breakdowns, compliance issues, and communication failures disrupt patient care, the need for a true hub partnership becomes clear. How can a well-executed transition—built on proactive communication, technical precision, and collaborative engagement—transform a vendor-client relationship into a seamless, results-driven partnership?

Situation

A pharmaceutical company transitioned to COPILLOT after challenges with their previous HUB vendor, which included:

- Incomplete API transfers leading to processing errors, invalid scripts and months long orders delay for patients.
- Disconnected communication with healthcare providers (HCPs), resulting in “floating” prescriptions and no patient refunds.
- Ignored quality and compliance protocols; Invalid Rx's were being processed, shipments were going out prior to obtaining patient approval.
- Frequent inconsistencies in reporting, requiring manual pivot table creation to resolve mislabeled data.
- Operational disruptions such as disconnected phone lines and missing provider notices during transition.
- >90% of Rx's were being routed to a cash pay pharmacies that did not provide benefit investigation. The product was dual benefitted with better coverage on the medical side.

These issues caused treatment delays, non-compliance, and dissatisfaction among both providers and patients, prompting the client to seek a reliable, accountable HUB partner.



Approach:

COPILLOT implemented a comprehensive 360-degree transition strategy, including:



Technical Solutions:

Completed the delayed API integration, ensuring accurate and compliant script processing.



Established a structured reporting framework to eliminate mislabeled data and provide actionable insights.

Stakeholder Engagement:

Deployed proactive communication measures, such as a provider notification system and a redirect notice on the previous HUB's website.



Maintained high-touch collaboration with client's leadership to address escalations and ensure seamless operations.

Operational Improvements:

Ensured consistent, accurate script processing and compliance for all cases.

Reduced turnaround time for benefits verification and order fulfillment, achieving faster service delivery



Enhanced HCP and Patient Experience

Enabled reliable phone line support to prevent call disconnections.

Introduced a re-education campaign and delivered training and resources for HCPs to simplify portal use and facilitate daily operations.



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Results:



Improved Compliance and Accuracy: Script processing accuracy improved significantly, fostering trust among HCPs and patients.



Operational Efficiency: Turnaround time for script processing and data reporting improved by over 50%.



Enhanced Stakeholder Satisfaction: HCP feedback highlighted the ease of use and reliability of COPILLOT's portal, which became integral to daily operations.



Proven Scalability: The transition was completed three months after a delayed API handoff, setting a benchmark for future transitions.



Robust Reporting: Delivered fully labeled and timely reports, eliminating manual intervention for the client's internal team.



Cost Reduction and Increased Commercial Fulfillment Rates: After only 3 months post-transition we have increased benefits investigations by >35%. This allows for more fulfillment options for HCPs and for reduced fulfillment pharmacy processing costs by the client.



Thorough planning, proactive communication, and technical diligence, combined with a true partnership approach, are essential to ensuring patients receive timely, compliant care during hub transitions. COPILLOT's collaborative strategy fostered trust, improved patient outcomes, and ensured long-term success for all stakeholders