



# BSC/SFHSS Infertility Update

San Francisco Health Services Board Meeting  
November



# Issues

Through our research we discovered operational gaps in the following areas:



- Benefit interpretation/Authorization process
- Medical policy
- Provider education
- Medication access

# How We Fixed It - Infertility Services

- Effective 11/1/2020, we have streamlined the process for accessing these benefits and removed the prior authorization and the requirement of the diagnosis of infertility.
- Engaged our provider partners to ensure accurate benefit interpretation, provider compliance, and training.
- Ensure the benefits and services related to fertility are culturally compassionate, provide access to relevant medical treatment and are in alignment with Health Service System's strategic goals.
- Created access for members to a dedicated internal subject matter expert to assist in navigating and advocating for patients.
- Reprocessed all denied claims and performed telephonic outreach to members



# How we Fixed it – Infertility Medications

## BEFORE

- Infertility medications were covered under the **medical benefit**
  - Limited access to a select number of medication providers
  - Patients had to pay the full cost up front, then bill BSC
  - Inconsistent pricing
  - Difficulty obtaining authorizations



## AFTER

- Infertility medications are now covered under the **pharmacy benefit**
  - Ability to obtain medications at any contracted pharmacy via CVS Specialty
  - Patients can use their insurance and only pay their cost share at point of sale
  - Stable pricing with greatly improved discounts
  - Removed the prior authorization requirement for medications

# SFHSS Drug Cost Shares

Drug Category & Tier	Cost Share	Comments
Formulary Generic	\$10	Accumulates to combined Calendar Year Out-of-Pocket Maximum (OOPM)
Formulary Brand	\$25	
Non-formulary Brand	\$50	
Specialty	20% up to \$100	
Infertility through Pharmacy Benefit via CVS Specialty Pharmacy	50% per Infertility Rider  <u>AWP</u> pricing provides maximum discount to member cost share & plan paid	Effective 11/1/2020  Does not accumulate to OOPM per Infertility Rider
Infertility through Medical Benefit via CVS Specialty & Freedom Pharmacy	50% per Infertility Rider  <u>ASP</u> pricing and fee schedule	Soft transition to Pharmacy Benefit coverage with anticipated retirement of medical benefit coverage in 2021  Does not accumulate to OOPM per Infertility Rider



Thank you

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An independent member of the Blue Shield Association