

Pharmaceutical & Biotech Solutions

Solution Center for Reimbursement, Access & Safety Services



Our Solution Center provides the central gateway to programs that support your product, providers and patients. From reimbursement hotlines, patient assistance programs, risk evaluation and mitigation services and more. We consistently deliver exceptional support to patients and providers, acting as the first line of interaction for pharmaceutical and biotech manufacturers.

An Extension Of Your Team

We hire and train the best associates to ensure your programs are handled with professionalism and compassion from the start. Associates work in ergonomically-advanced workstations with dual-noise suppression systems, to ensure an environment conducive to providing excellent service. Our training programs include comprehensive curriculum created by subject matter experts that is delivered in a classroom environment by professional trainers. The result is high satisfaction for all stakeholders.

Rigorous Quality Management

Quality Management is the cornerstone of our Solution Center operations. We use a Verint® quality management system, Aspect telecommunications platform and Computer Telephony Integration (CTI) to deliver the best possible customer experience.

Our Workforce Management system provides forecasting accuracy, maximizes scheduling and deploys real-time management to ensure program resources are continually optimized – passing efficiencies and savings on to our customers.

Facility Facts

- Located in Scottsdale, AZ, the 85,000 sq. ft. facility is served by an excellent public transportation network with easy access to Sky Harbor International Airport
- State of AZ Licensed Non-Dispensing Pharmacy (NDP) provides end-to-end prescription support.
- Physical and logical security to protect staff, assets, data and information.
- Tiered data architecture with a point of presence hardened Tier IV on-site data center

Work That Matters

- 12M interactions
- 1.5M patients
- 1.6M provider/patient advocates
- 600,000 pharmacies
- 20M claims processed with 99.9% accuracy
- 1.5M REMS registrations
- \$400M PAP assistance processed annually
- 100,000 call per hour capacity
- 36M Digital Print Center images
- 3M faxes processed

Your Success Is Ours

We look forward to partnering with you in a shared goal to deliver excellent service that positively impacts patients' lives. Visit us at McKessonSpecialtyHealth.com/PharmaSolutions to learn more.

Whatever your market access challenges may be, contact McKesson Specialty Health first.

Expertise

The McKesson Specialty Health, Pharmaceutical and Biotech Solutions team is composed of seasoned professionals, who can assist you with your business objectives. Our consultative approach allows us to understand your business needs and provide comprehensive, tailored and actionable solutions. We integrate our expertise in reimbursement, REMS, distribution and other components of brand management with robust technical and business knowledge to help drive business decisions to manage your product's lifecycle.

Advanced Technology

Our Solution Centers house industry-leading technology, infrastructure, and operations designed to maximize patient access to therapy. With more than 900 associates facilitating 12 million patient and provider transactions for more than 300 products annually, we take the business of customer service seriously. We are proud to be a Certified Center of Excellence by Purdue University's Benchmark Portal of Customer-Driven Quality program.

Large Customer Base

As part of the largest healthcare company in the nation, we interface with every stakeholder in the healthcare continuum. Our customers include all major wholesalers, 90% of the nation's hospitals and institutions, retail pharmacies, and more than 3,000 physicians treating over 1.5 million patients annually.

Market-Leading REMS Services

Whether you have a pre or post market REMS, look to McKesson Specialty Health for assistance. We are trusted collaborators to each one of our customers seeking one source of pristine execution and compliance for some of the most rigorous approved REMS in the market.

Ask about our REMS services by contacting us today.

Learn More Today

To learn more about how we can support your Market Access and REMS needs, call us at 1.866.951.2774, email us at PharmaBiotechSolutions@McKesson.com, or visit PharmaBiotechSolutions@mckesson.com.