

One-Year Outcomes of Patient Navigation Services for Patients with Bleeding Disorders

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INTRODUCTION

Research reports that social determinants account for upwards of 80% of health outcomes while clinical care accounts for 20%.¹ Social determinants include financial, relational, social, and environmental factors. In a recent study one in four patients experienced obstacles accessing prescriptions due to denials or high copays.² CoverMyMeds reports 82% of patients experience delays in accessing prescribed therapies.³ Within the hemophilia space, almost half of patients surveyed in Hemophilia Federation of America's Project CALLS reported delays in care related to insurance obstacles.⁴

Patient navigation programs, like the one instituted in 2022 by BioMatrix Specialty Pharmacy, offer individualized assistance to patients, families, and caregivers experiencing non-clinical barriers to healthcare. Patient Navigators provide education, address financial barriers to care, assist with insurance coverage, facilitate access to community resources, and offer emotional support to patients. Patient Navigators are peer, non-medical, and medical professionals. BioMatrix provides patient navigation services to all members of the community at zero cost to them.

Patient navigation challenges were grouped into eight categories with the following results:

Commercial Insurance	26 (11%)
Enrollment Support	52 (22%)
Premium/Copay Assistance	49 (21%)
Medicare/Medicaid	44 (18%)
SSI/SSDI	10 (4%)
Accommodation Plans	9 (4%)
Emergency Financial	31 (13%)
Other	18 (7%)

CONCLUSION

Providing an integrated, multidisciplinary patient navigation program was effective in helping members of the bleeding disorder community resolve health-system related barriers. Patient navigators identified additional points of support for 34% of cases, preemptively addressing potential future challenges. This data demonstrates that patient navigation services are an effective tool for helping patients maintain access to care and overcome nonclinical obstacles.

OBJECTIVE

To examine the 2023 outcomes of an integrated, multi-disciplinary patient navigation program that is deployed by a specialty pharmacy and that helps members of the bleeding disorder community.

METHODS

A retrospective one-year study (Jan.-Dec. 2023) analyzed data from 179 unique cases completed by the patient navigation program in 2023. A record of the challenges and outcomes was compiled for each case. Navigation challenges were grouped into eight primary categories. In addition to the primary issue the patient was referred for, patient navigators identified secondary and tertiary support for 60 cases which are also included as data points.

The program outcomes were tabulated as follows:

Resolved	155	Unresolved	24
Total 501C3 Support <small>(excluding manufacturer copay assistance)</small>		\$154,107	
Secured New Insurance Coverage		32	
Maintained Insurance Coverage		49	
Gained Access to Provider or Product		32	
Financial Burden Reduced		77	

1. Whitman, Amelia, et. al. "Addressing Social Determinants of Health: Examples of Successful Evidence-Based Strategies and Current Federal Efforts." Office of Health Policy, ASPE. 1 April 2022. <https://aspe.hhs.gov/sites/default/files/documents/e2b650cd64cf84aae8ff0fae7474af82/SDOH-Evidence-Review.pdf>

2. Owens, Caitlin. "Insurance Handcuffs." Axios. 10 May 2024. <https://www.axios.com/newsletters/axios-future-of-health-care>

3. CoverMyMeds. (2022). 2022 Medication Access Data Guide. <https://bit.ly/bdpm-1>

4. Hemophilia Federation of America. (2020). Project CALLS: Creating alternatives to limiting or lacking services. <https://www.hemophilafed.org/news-stories/2020/09/project-calls-creating-alternatives-to-limiting-or-lacking-services/>