

# Multiple Sclerosis (MS)

MS is a chronic, autoimmune disease of the central nervous system, affecting the communication between the brain and other parts of the body.

## TREATMENT

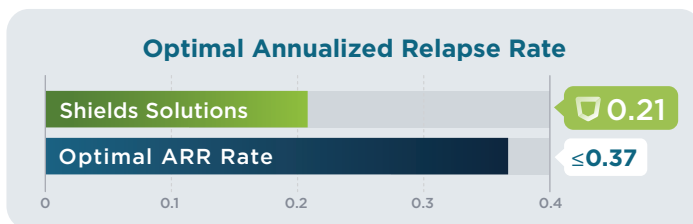
While there is currently no cure for MS, establishing and following a treatment plan is the best way to manage the disease and enhance quality of life. Treatment plans often include medications to prevent the number of relapses and help treat symptoms.<sup>1</sup>

## WHAT WE MEASURE

We measure Annualized Relapse Rate (ARR), the average number of patient-reported flares reported in one year. ARR is an indication of response to MS treatment as well as disease progression. A lower ARR is optimal, with an optimal rate less than 0.37.

## HOW WE MEASURE ARR

Our clinical pharmacists engage patients while reviewing the electronic medical record (EMR) to obtain information on the number and severity of relapses.



## WHY IT MATTERS

Reducing the number of flares over time can delay the progression of disability and neurologic dysfunction.<sup>2</sup>



— Shields proudly has —  
**NATIONAL MS-CERTIFIED SPECIALISTS (MSCS)**  
 with clinical expertise, excellence and advanced clinical knowledge



## HOW MONITORING ARR HELPS

If a patient reports a relapse, our pharmacists will evaluate the EMR to determine if the event could be due to medication-related concerns, such as non-adherence. Pharmacists can intervene with the patient and provider to resolve any medication issues and coordinate care to address the relapse.

## 3 Common Barriers to the Treatment & Management of Multiple Sclerosis

1

Lack of financial resources: non-integrated specialty pharmacies' average co-pay is >\$300<sup>4</sup>

2

Inadequate care coordination between MS care and non-integrated specialty pharmacies

3

Social isolation and lack of support from family members

# Multiple Sclerosis

## Our proven care model breaks down barriers to care to optimize patient outcomes

Shields Health Solutions' dedicated clinical team of pharmacists, liaisons, and patient support advocates engages patients and their families to help educate, coordinate care and ensure patients receive specialty medication without significant delays.

### ENGAGE

Our team engages with patients at the clinic and through telehealth appointments.

### INTERVENE

Clinical pharmacists intervene to improve the patient's care plan when drug interactions, related side effects, barriers to adherence or other concerns are identified.

### COORDINATE

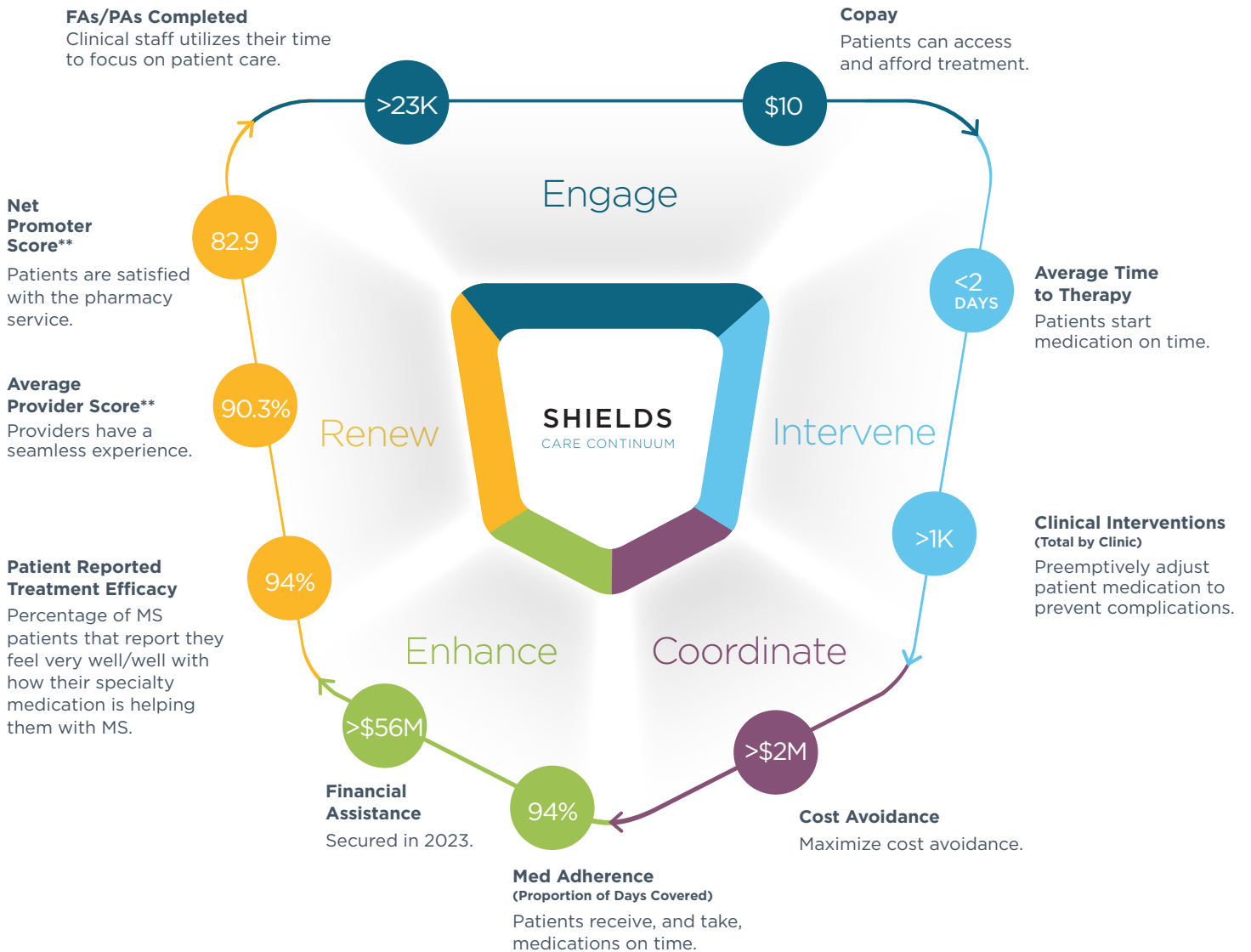
Liaisons investigate patient benefits, complete prior authorizations and identify financial assistance, minimizing barriers to optimal therapy.

### ENHANCE

Through clinical pharmacist interventions, we can enhance patient care by providing support and education, and by optimizing therapy when challenges arise and treatment goals are not met.

### RENEW

Pharmacists provide ongoing interactions beyond refills, proactively identifying opportunities to improve patient care and outcomes at each touch point.



\* Shields Health Solutions Network includes data from a collective of member health systems that partner with Shields to elevate an integrated specialty pharmacy model.

\*\*All metrics are reflective of data collected in 2023.

\*\*Scores have been combined from both spring and fall 2023 survey results.

<sup>1</sup> "Multiple Sclerosis FAQ" *National Multiple Sclerosis Society*, <https://www.nationalmssociety.org/What-is-MS/MS-FAQ-s#question-Can-MS-be-cured> Accessed January 5, 2024.  
<sup>2</sup> Montalban X. Review of methodological issues of clinical trials in multiple sclerosis. *J Neurol Sci.* 2011; 311(Suppl. 1): S35-S42.  
<sup>3</sup> Wallin MT, Culpepper WJ, Campbell JD, et al. The prevalence of MS in the United States: A population-based estimate using health claims data. *Neurology.* 2019;92(10):e1029-e1040  
<sup>4</sup> Callaghan BC, Reynolds E, Banerjee M, et al. Out-of-pocket costs are on the rise for commonly prescribed neurologic medications. *Neurology.* 2019;92(22):e2604-e2613