

# Smarter spend in inflammatory care

How Accredo® Specialty Pharmacy's adherence-focused  
model supports better outcomes and lower costs



# 1

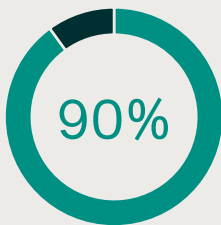
## Confronting the cost of inflammatory conditions

### One of the top drivers of specialty spend

Chronic inflammatory conditions like rheumatoid arthritis, psoriasis, and inflammatory bowel disease are increasingly prevalent, causing pain and disability without proper treatment.<sup>1</sup> These conditions are caused by excess inflammation in the body that can be painful and potentially debilitating to live with. Without proper care or treatment, symptoms can become more severe over time.

Due to the chronic nature of inflammatory conditions, patients often require long-term use of specialty medications to manage symptoms and slow disease progression. As prevalence rises, so does the demand for long-term specialty medications—making anti-inflammatory therapies one of the top drivers of specialty drug spend for payers.<sup>2</sup>

Chronic conditions  
account for



of the nation's \$4.5 trillion  
(about \$14,000 per person  
in the U.S.) in annual health  
care expenditures<sup>3</sup>

## The growing need for care

The burden of inflammatory conditions is growing rapidly—both in terms of patient impact and payer cost. As more Americans are diagnosed with chronic, immune-mediated diseases like rheumatoid arthritis, inflammatory bowel disease, and psoriasis, the demand for long-term, high-cost therapies continues to rise. These conditions not only affect quality of life but also drive a disproportionate share of specialty drug spend.

### Key statistics

**~1.5M**

adults with rheumatoid arthritis<sup>4</sup>

**~3M**

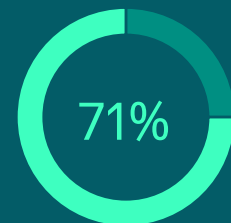
with inflammatory bowel disease, including Crohn's disease and ulcerative colitis<sup>5</sup>

**~8M**

with psoriasis<sup>6</sup>

**\$4.5K or more**

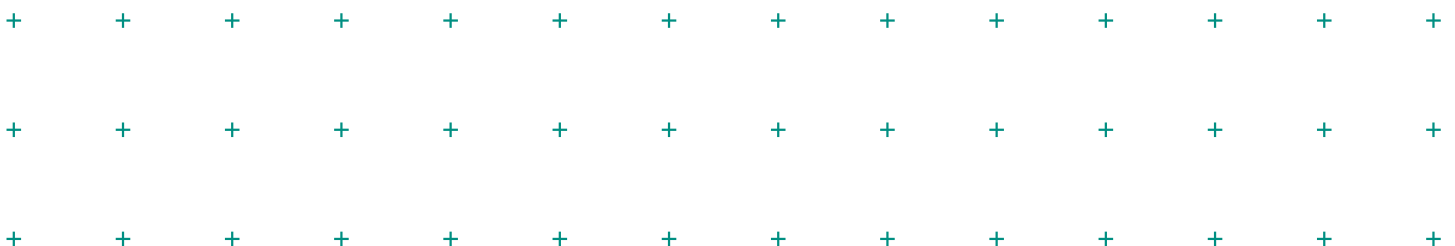
average cost per specialty prescription for inflammatory condition<sup>7</sup>



of IBD-related health care costs are attributed to prescription drugs, primarily biologics<sup>8</sup>



Nonadherence and suboptimal treatment utilization often drive costly flares and disease progression—making coordinated care and adherence strategies essential to reducing total cost of care.





“Payers are looking for more than just medication fulfillment. Accredo’s RA&I TRC delivers value by combining clinical ability with personalized, high-touch support to help keep patients adherent, engaged, and out of the hospital.”

— **Tricia Pool, Managing Director,**  
**Accredo Specialty Pharmacy**

## Specialized support for complex conditions

To help payers and patients manage the growing impact and costs of inflammatory conditions, Accredo’s Rheumatoid Arthritis and Inflammatory Conditions (RA&I) Therapeutic Resource Center® (TRC) delivers high-touch, 24/7 clinical support from a team of pharmacists and nurses who specialize in this disease category.

This level of support improves patient outcomes and helps reduce total cost of care by promoting adherence to high-cost therapies—helping prevent flares that can lead to avoidable office and ER visits—and by helping ensure appropriate utilization, meaning therapies are prescribed and managed according to evidence-based guidelines and tailored to each patient’s clinical needs.

Accredo’s 15 condition-specific TRCs are recognized for clinical excellence in delivering improved outcomes for patients living with complex and chronic conditions. For inflammatory conditions, long-term care coordination is critical to help patients manage their conditions and avoid costly acute care episodes caused by gaps in adherence

## How Accredo supports patient care



### Therapy education throughout the entire patient journey

Specialist pharmacists and nurses provide condition-specific education for patients with rheumatoid arthritis, psoriatic arthritis, and other inflammatory conditions.



### Nurse-led adherence monitoring and outreach

The RA&I TRC supports adherence to complex therapies through our Adherence Course Correct program, which leverages pharmacist-led outreach to identify and address barriers—helping patients stay on track and avoid disease progression.



### Digital tools to support therapy engagement

Digital tools such as refill reminders help enhance patient engagement and promote timely medication access, complementing the TRC’s high-touch clinical support.



### Side effect mitigation and dose adjustments

Clinicians trained in inflammatory conditions help manage side effects and coordinate dose adjustments to help ensure therapies remain effective and tolerable.



### Prescriber coordination

RA&I TRC pharmacists work closely with prescribers to support evidence-based therapy for patients with complex inflammatory conditions.



### Accredo Care Equity commitment

The RA&I TRC team helps address social determinants of health (SDoH) barriers—like transportation, affordability, and health literacy—that can impact access and outcomes for patients managing chronic inflammatory conditions.



## 2

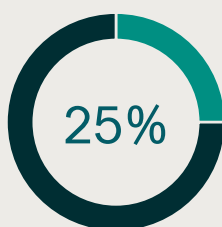
## Improving outcomes and reducing costs in inflammatory conditions

### A patient-centered approach to overcoming challenges

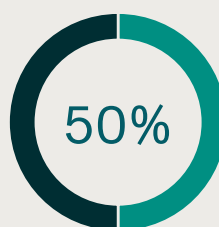
A patient-centered, outcomes-focused approach is essential to managing costs and addressing the complex needs of patients with inflammatory conditions. By partnering with specialty pharmacies that support adherence and education, payers can help improve patient outcomes and reduce long-term costs of care.

#### Improving outcomes with higher adherence

Medication nonadherence remains one of the most persistent and costly challenges in managing complex diseases. In the U.S., it contributes to:<sup>9</sup>



of hospitalizations



of treatment failures



preventable deaths

For patients with inflammatory conditions, supporting adherence is especially critical—not only for improving clinical outcomes but also for reducing total cost of care. Nonadherence can lead to flares, disease progression, and increased utilization of high-cost services.<sup>10</sup>

#### The financial implications are significant for payers.

- + According to the Centers for Disease Control and Prevention (CDC), improving adherence to medications for chronic conditions could save the U.S. health care system billions annually by reducing hospitalizations, emergency visits, and treatment failures.<sup>11</sup>

Adherence-focused interventions are among the most effective strategies for reducing unnecessary utilization of high-cost health care services—such as ER visits and hospitalizations—while enhancing value-based outcomes.<sup>12</sup>

## How Accredo drives adherence and lowers cost of care

Accredo’s multi-modal approach to patient communication—including digital tools and personalized outreach—has proven essential to improving engagement and adherence among patients with inflammatory conditions.

In a recent Accredo study of more than 14,500 adults initiating dupilumab therapy, patients who received both telephonic and digital support achieved the highest adherence rates, as measured by proportion of days covered (PDC). This level of engagement helps patients stay on therapy, avoid complications, and reduce reliance on high-cost services.<sup>13</sup>

Accredo’s clinical team also supports patients through side effect mitigation, and dosage adjustments—helping prevent gaps in care and avoid unnecessary hospitalizations.

In 2024, Accredo’s RA&I TRC model contributed to measurable improvements in care and cost outcomes:<sup>14</sup>

12%

fewer emergency room visits

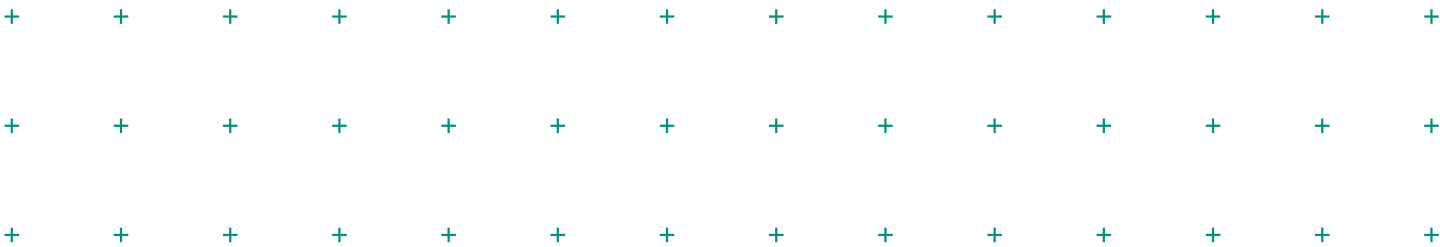
22%

fewer inpatient admissions

8%

lower overall medical costs for payers

These results were driven by proactive adherence support, coordinated care, and expanded use of digital and virtual health resources.





# Biosimilars in focus

## According to the Evernorth Research Institute's Pharmacy in Focus 2025 report,

biosimilars are reshaping drug spend in the inflammatory conditions category, delivering real-world savings and bending the cost curve. The report notes that the growing biosimilar pipeline offers a critical lever to expand treatment options, lower costs, and improve outcomes for patients and communities.



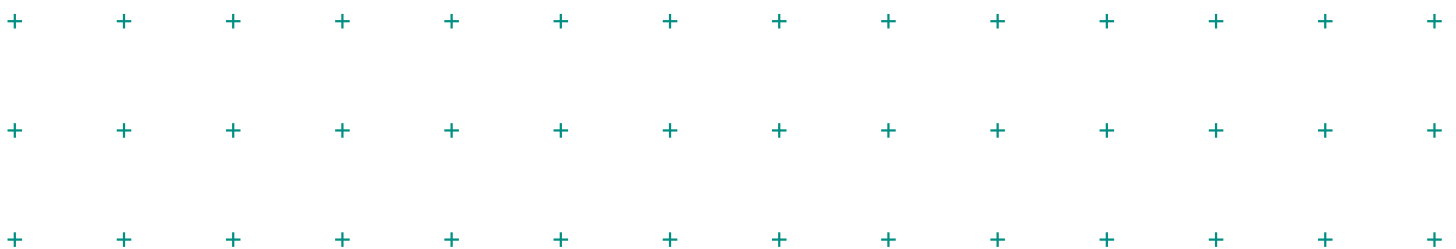
## Looking ahead

**By 2030**, biosimilars or specialty generic alternatives are expected to be available for many of the top specialty drugs in the U.S. market.

**As of June 2025**, the FDA has approved 71 biosimilars for 19 originator biologics, with 53 launched across 14 reference products.

## Key takeaway

Biosimilars represent a strategic opportunity to manage specialty drug spend.<sup>15</sup>





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## Our model and clinical capabilities

### Boosting adherence and supporting appropriate therapy use

Accredo's RA&I TRC delivers high-touch, clinically guided support to help patients start—and stay—on therapy. Whether a patient is newly diagnosed or has been managing their condition long-term, patients receive personalized support from pharmacists, nurses, and social workers trained in inflammatory care.

Through a multi-modal engagement strategy—including phone, digital tools, and the Accredo mobile app—our TRC team addresses both clinical and non-clinical barriers to adherence. From side effect management to affordability concerns, we provide personalized support that helps patients stay on therapy and avoid costly care disruptions.







# Coordinate support that can drive down cost and improve outcomes

Here's what comprehensive RA&I TRC support might look like for a patient with an inflammatory condition



**Multi-modal engagement:** Text, app, and phone-based communication tailored to patient preferences



**Specialty pharmacist review:** Clinical education and safety review at therapy initiation



**Condition-specific clinical assessment:** Nurse-led evaluation of adherence risks and support needs



**Coordinated drug refills:** Proactive refill support and shipment coordination



**Nurse follow-up:** Ongoing check-ins to assess therapy effectiveness and address concerns



**Social worker support:** Help navigating affordability, access, and social determinants of health



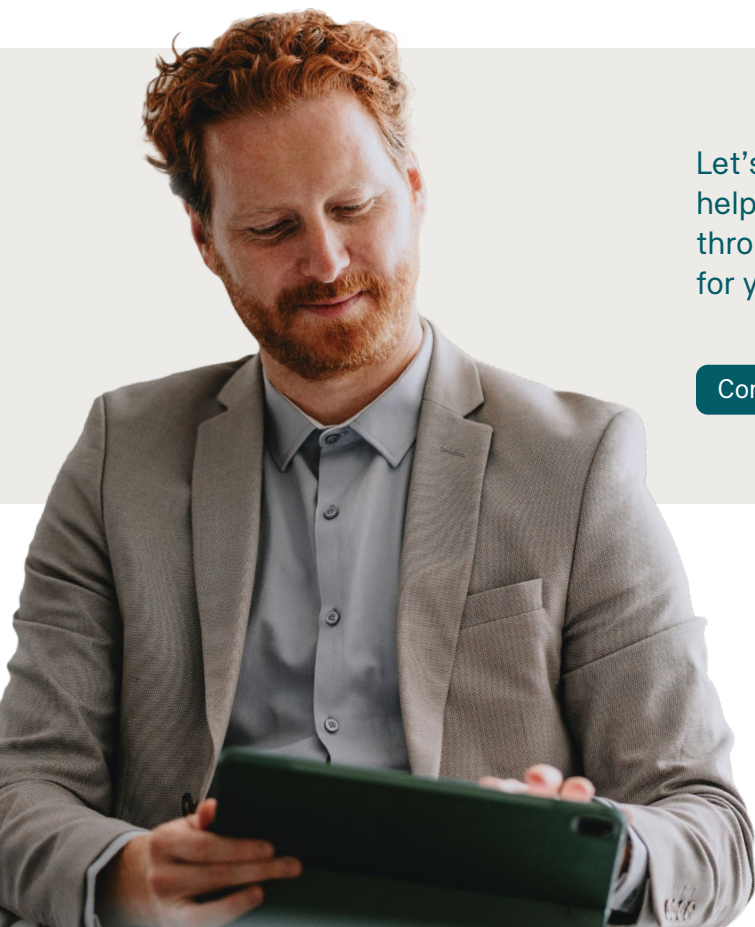
**Clinician outreach:** Support, education, and safety reviews

# 4

## Delivering payer value through coordinated, equitable inflammatory care

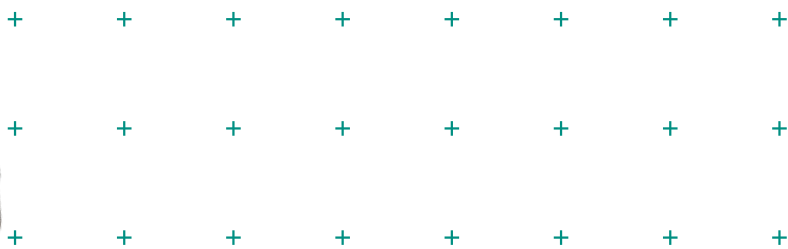
Accredo’s RA&I TRC is purpose-built to support patient outcomes and cost-effective therapy management. By combining high-touch clinical engagement with digital tools and real-time data, we help patients stay adherent—without compromising experience.

This unique model delivers measurable results: by improving adherence and patient engagement, it has helped reduce avoidable medical utilization—such as unnecessary inpatient admissions and emergency room visits—while driving higher digital engagement. For payers, this can translate into better outcomes and lower total cost of care across a high-cost, high-complexity population.



Let’s explore how Accredo Specialty Pharmacy can help you unlock greater value in inflammatory care—through stronger outcomes, and a better experience for your members.

Contact us



MORE INSIGHTS  
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