



TEVA PHARMACEUTICALS

June 22, 2015

Hon. Orrin Hatch  
Chairman  
Committee on Finance  
U.S. Senate  
219 Dirksen Senate Office Bldg.  
Washington, D.C. 20510

Hon. Ron Wyden  
Ranking Member  
Committee on Finance  
U.S. Senate  
219 Dirksen Senate Office Bldg.  
Washington, D.C. 20510

Hon. Johnny Isakson  
Member  
U.S. Senate  
131 Rayburn Senate Office Bldg.  
Washington, D.C. 20510

Hon. Mark R. Warner  
Member  
U.S. Senate  
475 Rayburn Senate Office Bldg.  
Washington, D.C. 20510

Dear Chairman Hatch, Ranking Member Wyden, Senator Isakson and Senator Warner:

Thank you for the opportunity to provide comments on improving care for patients with chronic conditions.

Teva Pharmaceuticals Industries Ltd. is a global pharmaceutical company specializing in the development, production, and marketing of generic, proprietary, and branded pharmaceuticals, and active pharmaceutical ingredients. The company is among the top 20 pharmaceutical companies and is the leading generic pharmaceutical company in the world.

Teva is committed to meeting patient needs and improving the health of people all over the globe every day. To that end, we launched Shared Solutions® in 1997, a centralized, patient focused service model that offers personalized support to Multiple Sclerosis (MS) patients, currently taking Copaxone (glatiramer acetate injection). The program provides support from Registered Nurses 24/7. By engaging MS patients early and often in their disease state, Shared Solutions® improved patient compliance and adherence for nearly 75 percent of participants and helps identify patients who may benefit from additional support.

Teva looks forward to working with you to develop and implement effective policies that will improve disease management, streamline care coordination, improve quality, and reduce costs for patients living with chronic diseases. Thank you for your commitment to this important issue.

Sincerely,

A handwritten signature in black ink that reads "Debra Barrett".

Debra Barrett  
Senior Vice President  
Global Government Affairs & Public Policy

## **Teva's Shared Solutions®**

Launched in 1997 by Teva Neuroscience, Shared Solutions® is a centralized, patient focused service model that offers personalized support to Multiple Sclerosis patients, currently taking Copaxone (glatiramer acetate injection). By engaging these patients early and often in their disease state, Shared Solutions® is able to improve patient outcomes by reinforcing compliance and adherence to their prescribed therapy.

Teva's Shared Solutions® patient support program improves compliance and adherence rates for Copaxone patients.

- 74.3% of patients accessing Shared Solutions® support services achieved a Medication Possession Ratio (MPR) greater than the 80% goal. MPR tracks how frequently patients refill their medications and is used to measure therapy compliance.
- Patients were 40% more likely to reach this goal if they had received Teva sponsored injection training.
- Patients were 30.6% more likely to achieve the 80% MPR goal if they utilized Shared Solutions® copayment assistance programs.
- New to therapy patients were more likely to have a higher MPR than patients reinitiating therapy on Copaxone.

Shared Solutions® provides 24/7/365 patient support and is staffed by Registered Nurses at all times. Educational resources are provided to the patients, starting at diagnosis and continuing throughout the course of the patient's disease.

Shared Solutions® has a dedicated benefits investigation team who work with the patient, physician and insurance provider to verify insurance benefits, as well as identify the affiliated specialty pharmacy for each patient. If needed, the Shared Solutions® team will help facilitate co-pay assistance and/or financial assistance to qualifying patients.

Once on Copaxone therapy, Shared Solutions® has a pre-determined outbound call schedule that seeks to enhance patient engagement and compliance throughout their first 3 years of therapy. The call schedule is based on historic, statistical data and is meant to reinforce the importance of compliance to their medication therapy in order to optimize their response to Copaxone.

Within Shared Solutions®, the Shared Solutions® PLUS team works directly with the patients most at risk of being non-compliant with Copaxone. Based on a proprietary algorithm, patients are identified during their initial assessment and entered into the 90 day PLUS program. Once part of the PLUS program, patients are assigned a dedicated nurse who will provide continued support while helping patients establish a routine to increase their outcomes with Copaxone.

Shared Solutions® has established a dedicated team of field-based Certified Nurse Educators who work with the physician's office and patient to help coordinate injection trainings, and to help educate the physician's offices and patients about Copaxone. In addition to the Certified Nurse Educators, Teva also has an extensive network of Contract Training Nurses who are



geographically distributed to provide live, in-home, injection training for both new and existing patients, regardless of their geographic location.

Through the combined efforts of the individual Shared Solutions® teams, we are able to support the health care providers and patients as they treat their Multiple Sclerosis.

Current service offerings include:

- In-house call center, staffed 24/7/365
- Internal administration of Patient Assistance Programs
- Clinical Nurse Educator team
- Injection training nurse network
- Fully licensed pharmacy
- Disease state and therapy education
- Injection training and troubleshooting
- Adverse events and product complaint reporting
- Distribution of injection and adherence tools
- Distribution and education on injection tracking tools
- Personalized care plans for patients at-risk of discontinuing therapy within the first 90 days of initiating therapy
- Support as patients establish their injection technique and routine

### **Telehealth & Remote Monitoring Technology**

Shared Solutions® is dedicated to helping enhance the experience of our patients through the utilization of technology solutions. Some of the technology based solutions we provide include:

- Copaxone.com – Dedicated, product specific website providing educational resources for patients
- Copaxone iTracker – A mobile application that reminds the patient of scheduled injections and records past injections.
- Copaxone webTracker – A web based application that reminds the patient of scheduled injections and records past injections.
- Virtual Health Assistant (VHA) – A personalized, virtual avatar that provides patient support and education. The VHA interfaces with Shared Solutions® and will connect patients with Shared Solutions® when necessary.

### **Care Coordination in Rural & Frontier Areas**

Shared Solution's suite of services is available to all patients, regardless of geographic location. Services that benefit patients in rural and frontier areas include:

- Shared Solutions® call center is available 24/7/365, with Registered Nurses available at all times.

- An extensive network of Contract Training Nurses who are geographically distributed to provide live, in-home, injection training for both new and existing patients regardless of their geographic location.
- Periodic mailings and emails informing patients of news, or services associated with their therapy.
- Local, live, patient programs, where patients can network with their local MS community while participating in a learning/educational program.

### **Empowering Patients & Increasing Engagement with Providers**

Shared Solutions® call center is available 24/7/365, with Registered Nurses available at all times. By engaging these patients, Shared Solutions® is able to improve patient outcomes by reinforcing compliance and adherence to their prescribed therapy. The Clinical Nurse Educator team works with patients and physicians to provide disease, medication and injection training, which helps improve patient engagement.

Patients receive training in-home by Contract Training Nurses. This allows the patients to more effectively manage their disease state. Shared Solutions® also connects MS patients with similar MS patients (age, sex, disease progression, etc.), known as Peer Advocates, who provide 1:1 support and encouragement.