Quality • Service • Commitment

Patient Care – Confirmed consent and service confidentiality.

Quality Assurance – Independent clinical verification of medication appropriateness.

Payor Navigation – Appropriate investigation and optimization of payment resources.

Patient Education – Thorough and consistent education and support provided to patients and pharmacy from our clinical pharmacists with advanced therapeutics training.

Pre-Qualified Shipment Solutions – Assured access, transport and storage of temperature sensitive products to the patient administration destination.

Medication Adherence – Identified adherence issues and improved medication use through customized solutions and surveillance.

Data Collection & Analysis – Quantified appropriateness of therapy, adherence, and turnaround times for prescription initiation to fulfillment, treatment outcomes, and other supportive health strategies.

Expertise to prioritize patient safety and adherence; maximize treatment outcomes and control costs.

Our preferred pharmacy network

Sobeys Pharmacy

Pharmacy at SAFEWAY

THRIFTY FOODS PHARMACY

FOODLAND PHARMACY

FRESH CO Pharmacy

Lawtons DRUGS

Sobeys Pharmacy By Mail

MHCSI Specialty Connect

Right where you need us!

Services provided by MHCSI – Managed Health Care Services Inc.

Contact our team of administration specialists and clinical consultant pharmacists:
1 888-686-6427 option 2
MHCSI.SpecialtyConnect@sobeys.com

www.mhcsibenefits.ca/specialtyconnect

Welcome to

MHCSI Specialty Connect

When it comes to Specialty Medications, we are "Right where you need us!"

Who We Are

MHCSI Specialty Connect is Sobeys National Pharmacy Group's "concierge" specialty service provider. Our expertise is supporting patients requiring specialty medications, their caregivers and health service providers with client care solutions that complement existing services provided by pharmaceutical patient assistance, reimbursement support, and payor programs.

Why It Matters

Specialty medications are typically used to treat chronic medical conditions that require specialized care. MHCSI Specialty Connect is a pharmacy-lead risk assessment and patient management solution that focuses on patient-specific factors and oversees appropriate mediation use that prioritizes patient safety and adherence, and thereby maximizes treatment outcomes and controls costs.

MHCSI Specialty Connect:

- Collaborates with Patient Assistance Programs and Health Care Managers
- Coordinates and confirms payor coverage/ reimbursement
- Streamlines communication between patients, caregivers and healthcare providers
- Provides education and clinical verification on specialty medication & disease management
- Educates on clinical, medication, health and disease information
- Registers patients with their preferred pharmacy network provider
- Confirms logistics for in-store medication pick-up or delivery
- Monitors adherence and ongoing patient care
- Reports on key service metrics

MHCSI Specialty Connect also provides additional patient support, including coordinating patient education, medication therapy management, health coaching, and other services to manage other acute or chronic health conditions or concerns that patients may have.

What We Do

Specialty medications are used to **treat complex and chronic medical conditions**. Patients are often overwhelmed with navigating medication coverage and treatment plans. **MHCSI Specialty Connect** works to simplify this process by being **"right where you need us"** to provide a seamless experience so patients and their healthcare providers can focus on care rather than paperwork and logistics.

MHCSI Specialty Connect

Right where you need us!