

UNBOUNDED THINKING

Embracing Entrepreneurship

FOURTH QUARTER, 2018

FRANK'S CORNER

Hello CPASS!

2018 has been a year of many accomplishments for the CPASS organization. As we close out the year, we continue to deliver for our patients! We started 2018 with a challenge... a challenge that pushed each of us to be different in our approach and have an unbounded mindset as we navigated what would prove to be both another demanding, yet rewarding year... **IMAGINE, BELIEVE, ACHIEVE**... and you have done just that! Our last edition of the 2018 Unbounded Thinking Newsletter is a special edition that features not only the numerous accomplishments of the CPASS Committees this past quarter, but a video recap to celebrate the year! Please click the link below to view video.

Wishing you all a very Happy Holiday Season and ALL the BEST for a fantastic 2019!

Frank

YEAR END VIDEO



AMBASSADOR

- ARM National Meeting Video booth to capture ARM passion for the role
- Participated in discussions with leadership team on ARM National Meeting Development for 2019

ARM CAT

- The ARM CAT team's key deliverable in Q4 is the rollout of the new ARM Customer Universe business rules effective December 1, which will ultimately better align the current universe with how an ARM does business. The ARM business model has changed over the years, and we needed to assess how that impacted the customer universe
- The ARM CAT team was also instrumental in continuing to pull through OneDrive in each region starting at the recent POA in New Orleans and continuing this by partnering with their RDS

ELIQUIS

- We have made considerable headway in the design of a December pilot for Real Time Pharmacy Benefit Checks which may broaden application across our portfolio.
- In December, online re-enrollment will go live on Eliquis.com - taking a considerable burden off of our call center staff

FEDERAL POLICY

- Federal Policy will be moving under the RDS umbrella for future educational training opportunities
- Thank you to the 2018 Federal Policy committee members for all their hard work this year - Great job!

FUSION

- Deliver printed Portal guides and Associated training slides for ARM team
- Continue to roll out Portal updates to improve the Provider Office experience in My BMS Cases and the ARM experience in ABI

INNOVATION

- Healthcare Assist Roll Out at Regional Level via Innovation Points
- Continue 2019 Congress Strategic Vision; deployment of ARM Interactive Customer Touchscreen Congress Panel (upcoming communication to follow)
- Enhancing AS Nurse Awareness Flashcard
- Monthly meetings to discuss ongoing Innovation Projects; pull thru at regional ARM level

IO

- Objective: Alignment across field, matrix, and vendor partners for successful core initiatives in Q4.
 - Emplacit EPd launch & considerations
 - Oncology RV

ORENCIA/RV ARM

- Continue to support 2019 annual benefits re-verification by acting as region points to:
 - Coordinate ad-hoc data requests
 - Troubleshoot eBRV questions
 - Roll out additional regional training

RDS

- POA Planning
- Revamping new hire training and tenured arm development - Personal Brand pull thru initiatives for 2019

SENIOR ARM

- Payer Optimization Project: rollout and implementation
- Execution Excellence: monthly topics to support ARM's technical and functions skills

TRADE SALES

- Finalized DSAs (Distribution Service Agreements) - including revised contract/chargeback terms, return good policy, in-transit transition, incorporation of Puerto Rico
- Orenicia SC replacement program via specialty pharmacy to start January 1, 2019
- Broad collaboration with colleagues from Global Supply Chain and BMS' NACC introducing efficiencies and new innovation in trade customer order to cash process
- Improved contract administration of BMS Oncology Portfolio through enhancements to specialty distribution customer service