
NKS ASSIST

Active Programs



NOVEMBER 16, 2020

NKS Health Canada



Prepared for Pfizer Canada, November 16, 2020

This document is prepared for Pfizer Canada in response to a pre-RFP information request. Founded in 2008, NKS Health Canada is one of the fastest growing specialty pharmacy providers with more than 81 locations nationally. This document summarizes current NKS Health Canada structure, PSP Leadership Team and Active PSP Programs. Pending programs in the contracting phase are available upon request, none of which conflict with the criteria established.

NKS Structure

- **NKS Health Canada** delivers specialty health services seamlessly through three entities:
- **NKS Pharmacy Ltd.** – is our pharmacy services organization and oversees our 81-location pharmacy network.
- **NKS Laboratories Ltd.** – provides in-house lab capabilities such as fCal and Therapeutic Drug Monitoring (TDM).
- **NKS Assist Ltd.** – is our patient support program, data management and pharmaceutical service provider. Led by Mick McPherson, who chairs our PSP Leadership team, Mick brings over 20 years of pharmaceutical management experience including PSP management of one of the largest PSP programs in Canada, AbbvieCare.

NKS Health Capabilities

- 12 Years specialty pharmacy experience
- Clinically & brand-oriented leadership team
- Bilingual reimbursement assistance team
- PIPEDA-compliant customer-facing CRM: citushealth.com
- Case management
- National infusion capability
- In-house lab capability
- Industry leading experience with innovative digital reimbursement solutions (e-card solutions)
- Risk management and disease education programs
- Adherence capability PSP management
- 81 sites available for specialty services, represented in all provinces
- Comprehensive PSP design and execution capability

NKS Assist PSP Leadership Team

- Mick McPherson – Team Lead, NKS Assist
- Don Swainson – 20 years pharma brand experience, 7 years pharmacy operations, 5 years e-card services (Team Lead, National Network)
- Kristen Ribble – Director of Sales and Business Development
- Steve Simonot – Pharma Experience + NKS Owner
- Nancy Simonot, RPh – President and Founder
- Farzan Dadfar, RPh – Head Pharmacist

Current NKS Assist PSPs

IBD

- 1 800 bilingual reimbursement assistance including all insurance forms and authorization by physician
- Inform patient of coverage options
- Fill or transfer to patient's pharmacy
- Renewal process

RA/IBD

- Free of charge medication including rush start service and retro billing
- Therapeutic patient education
- Lab coordination & pre-screening including vaccines with HCP feedback
- Pharmacist and nurse first dose training nationally including 31 sites
- > 5000 trainings
 - Home
 - Clinic
 - Virtual
- Compliance and adherence follow up
- Monthly reporting KPI's and PV

Osteoarthritis

- 1 800 bilingual reimbursement assistance
- Multi-product program
- Case management
- Fill or transfer to patient's pharmacy
- Renewal management
- Monthly reporting KPI's and PV

GI

- 1800 branded bilingual call center
- E-enrolment
- Reimbursement assistance
- Investigate public and private reimbursement
- Inform patient of coverage
- Fill or transfer to patient's pharmacy
- Renewal management
- Monthly reporting KPI's and PV

Oncology

- E – enrollment and 1 800 bilingual assistance
- Reimbursement
- Monthly injection services and coordination
- E-card program for copay assistance and injection services
- Monthly reporting KPI's and PV

Current NKS Assist Programs

Oncology & MS

- Ongoing multi-brand program management (of another PSP provider)
- Reimbursement assistance oversight
- Weekly reviews and KPI oversight
- Ongoing strategy and tactical recommendations

Spasticity Clinics

- Spasticity clinic assessment and treatment administration – clinic booking, process management including COVID management in >190 LTC facilities
- Hire, onboard and train team of RPN's
- Enrollment and consent record management
- NAPRA compliant med reconstitution and delivery
- Monthly reporting KPI's and PV