



**TransparentRx**  
**Course Syllabus**  
Certified Pharmacy Benefits Specialist™  
Winter 2018

**Instructor Information**

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Email: tyrone.squires@transparentrx.com  
Office Hours: I will make myself available to help! I am normally online and available at short notice. Please send an email and we can arrange a time to meet or speak on the phone or ring my office if I'm not available online or don't respond to an email within 24 hours.

<b>Meeting Time</b>	<u>Day</u>	<u>Time</u>	<u>Location</u>
	Th	6:00 PM – 7:00 PM EST	Online via GoToTraining

**Prerequisites:** Minimum two years working experience in employee benefits or undergraduate degree in business from an accredited university.

**Course Description:** TransparentRx is excited to offer its Certified Pharmacy Benefits Specialist™ online program of training. This educational offering includes knowledge that is critical to effective management of the pharmacy benefit. Each unit concludes with a knowledge assessment test to help gauge student comprehension. Students are required to pass with a score of 85% or better in order to qualify for the CPBS designation.

**Textbook information:** eBook may be downloaded one week prior to the start of class.

1. Certified Pharmacy Benefits Specialist Training Guide: *CMS Study of the Pharmaceutical Benefit Management Industry*, HCFA Contract No. 500-97-0399/0097, Federal Project Officer: Dr. Peri Iz, June 2001 [updated 2015]
2. Messaging and Internet access for Glip, TransparentRx.

**Methods of instruction:** The instructor will use a Flipped Classroom, which is an instructional strategy and a type of blended learning that reverses the traditional learning environment by delivering instructional content, often online, outside of the classroom. It moves activities, including those that may have traditionally been considered homework, into the classroom. In a flipped classroom, students watch online lectures, collaborate in online discussions, or carry out research at home and engage in concepts in the classroom with the guidance of an instructor. A variety of methods are employed to engage students with the course content, including but not limited to: reading, discussion, lecture,

experiential learning and/or research. This course is designed to incite student curiosity about the subject matter and provide practical understanding of more technical pharmacy benefit management concepts than were studied in general employee benefits certification programs.

### Learning Objectives

This is an intermediate to expert level course designed to cover relatively complex topics of pharmacy benefit management in order to provide the student with adequate foundational knowledge required for higher-level evaluation of RFPs, contracts, and overall PBM performance with emphasis on cost effectiveness. To that end, the following specific learning objectives will be achieved.

(Week 1): Introduction to Pharmacy Benefit Management

- Outline pharmacy benefit management (PBM) business operations and objectives.
- Identify the services that PBMs provide and discuss why they are needed.
- Explain the PBM revenue model.
- Provide brief history of PBMs and their evolution.

(Week 2): Fundamentals of PBM Pricing

- Describe the key pricing terms and their applications.
- Explain the pharmaceutical reimbursement and supply chain.
- Discuss pharmacy benefit management trend components.
- List PBM hidden cash flow streams.
- Establish internal benchmarks.

(Week 3): Plan Design for the Pharmacy Benefit

- Identify utilization management tools for designing a clinically appropriate and cost-effective plan.
- Describe how plan sponsors typically structure and manage cost-sharing.
- Discuss cost, access, and patient preference in mail and retail network pharmacy channels.
- Describe effective and clinically appropriate formulary management practices.
- Design a cost-effective plan which optimizes healthcare outcomes while eliminating waste.

(Week 4): Cost-Containment Strategies for the Pharmacy Benefit

- Define and explain why cost containment is important.
- Identify the main components of PBM revenue and how they are used in reimbursement to the dispensing pharmacies
- List the features and describe the effects of various cost containment tools.
- Discuss how health plan enrollees respond to cost containment strategies.
- Formulate payer strategies to achieve lowest net cost for PBM services.

(Week 5): PBM Contracts

- Describe the elements of PBM contracts with pharmacies, manufacturers, and plan sponsors
- Discuss key stakeholders and contractual arrangements between pharmacies, manufacturers, pharmacy benefit managers, plan sponsors, and members.

- List important considerations of a pharmacy benefit management contract.
- Discuss important contracting considerations for plan sponsors.
- Design best practices for PBM contract pricing.

(Week 6): PBM Procurement

- Identify savings opportunities by developing visibility into the direct and indirect drug spend of the organization.
- Expand awareness of the importance of PBM procurement and its influence on the bottom line.
- Facilitate sourcing performance, reduce maverick spend, increase compliance and generate savings.
- Explain the features and benefits of Request for Proposals (RFPs) and Reverse Auctions.
- Explain the pros and cons of the various pricing arrangements: spread, pass-through and fiduciary.

(Week 7): Specialty Pharmacy Benefits Management

- Explain how specialty drugs are priced for contracting purposes.
- Describe the different specialty drug disease states and how they may affect plan goals.
- List pathways to specialty access.
- Map how drug benefit design applies to specialty drugs
- Discuss key differences in the administration of specialty drugs under the pharmacy and medical benefits
- Explain differences in utilization and cost by site of care and how plans influence use of the various channels
- Discuss and put into play best practices for optimal specialty utilization.
- Identify manufacturer strategies to increase patient utilization.
- Examine specialty distribution channels and clinical management of specialty drugs.

**Glip information:** Glip and GoToTraining will be used as the main information repositories for this course. Almost all (if not all) course materials will be distributed through and/or completed with these tools during the semester. Session supporting materials will be made available on our GoToTraining site. Study resources and quizzes will be completed using the GoToTraining tool, launched through your dedicated registration link or email. All assignments and work completed by the student will be submitted using Glip functionality; scores earned for timely work will be posted through Glip. Students are advised to plan ahead to submit their work by the posted due date and time; the instructor is not responsible for technology failures causing lost or incomplete work.

**Grading:**

1. The course calendar and schedule of deliverables (with point values) specific to your section is appended to this document.
2. Late assignments will not be accepted. Feedback and solution guidance will be generated during assignment work sessions on WileyPlus. Supplemental feedback may be provided via Blackboard and/or WileyPlus by the instructor. Feedback and guidance will be available for assignments worked and submitted late, but the score earned will be a zero.
3. Students failing to arrange for make-up examinations according to testing policies documented herein will earn a zero for the missed examination.

4. The Grading System is pass or fail. A cumulative point total of 425 and a minimum score of 85% on the final exam is required to achieve certification.

Points	Letter Grade
425-550	Pass
424 or less	Fail

**Course Schedule:**

1. The course calendar and schedule of deliverables (with point values) specific to your section is appended to this document.
2. Readings should be completed before the class meeting on the date indicated in the schedule below. Unless otherwise noted, each reading is from the training guide. From time to time, additional supplementary readings may be assigned. Supplementary reading assignments will be clearly posted on our Glip course site.
3. In general, the course will follow the following outline:

Session	Date	Topic	Chapter
<b>Unit 1: Conceptual Foundations</b>			
1	1/11/2018	Intro to Pharmacy Benefit Management	1 & 2
2	1/18/2018	Fundamentals of PBM Pricing	2
<b>Unit 2: Formulary Management, Cost-Containment and Plan Design Strategies</b>			
3	1/25/2018	Plan Design for the Pharmacy Benefit	2 & 3
4	2/1/2018	Cost-Containment Strategies for the Pharmacy Benefit	3
<b>Unit 3: Special Topics in Pharmacy Benefit Management</b>			
5	2/8/2018	PBM Contracts	3
6	2/15/2018	PBM Procurement	4
7	2/22/2018	Specialty Pharmacy Benefits Management	PP Slide Deck
8	3/1/2018	<b>Final Examination</b>	

**Testing Policies:**

1. Exams will be conducted online only. No off-site examinations will be permitted unless a testing accommodation has been documented with TransparentRx.
2. Exams are CLOSED BOOK, CLOSED NOTE. Students will have two attempts on the final if a passing score is not achieved on the initial exam.
3. Quizzes are OPEN BOOK, OPEN NOTE.

4. The final exam will begin at the start of the class period announced. Students arriving late forfeit that portion of exam/quiz time. No extra time will be provided for a student's late arrival. Each student will have 35 minutes to complete the final examination. Per the schedule of assignments, quizzes must be completed prior to the start of each class. Students can take a quiz as many times as they like but only the first score will count. Once you log in to take a quiz a score will be registered so be sure not log out during the 1<sup>st</sup> attempt.

5. Make-up exams: Permission to take a make-up examination will be given only in extraordinary situations and generally only if Mr. Squires is contacted by phone or email and arrangements are made before the scheduled examination time.

**Extra credit:** Students should not expect extra credit to be available.

**Assignments/Projects:** Assignments, projects and homework are documented in detail on the schedule of assignments.

**Group Tasks:** Where group work is assigned, assignment requirements and grading rubrics will be provided in detail on the course Glip site. Students should expect that a portion of their individual grade on a group project will be based upon their individual contribution as assessed by their teammates.

**Attendance:**

1. In order to facilitate the University's compliance with reporting rules surrounding Federal financial aid programs, attendance will be taken at some point during each class session. Students are responsible for signing the attendance roster to signify their presence in class. As requested by University administration, the student's last date of attendance will be reported.
2. Students are expected to attend this course regularly. This policy recognizes that course content includes classroom lecture and discussion, certain aspects of which may not be covered on examinations and other written assignments. Class attendance helps you acquire knowledge and clarification.

**Classroom behavior:**

1. We are all responsible for the environment of our classroom. As such, it is imperative that we respect each other and strive to provide a climate that supports academic engagement and learning. That doesn't mean we won't have fun. It does mean we will be kind and supportive of each other.
2. This is a technical class and may be very difficult for your peers, even though it may be very easy for you. Disruptions such as late arrivals, early departures, using a cell phone, laptop or tablet for non-class purposes, side-bar conversations during lecture, use of disrespectful language, and similar behaviors should be kept to a minimum.
3. If a student's behavior becomes distracting to another, the offending should expect to be advised as such. The offending student should immediately adjust their behavior to accepted respectful norms.

**System requirements for online success:** Since this course is offered in an online format, students should expect some volume of work assigned to require connectivity to online resources. As such, students should ensure that their computer system meets these minimum technology requirements.

### Minimum System Requirements

- Required Operating System: Minimum Windows 7 or latest Mac OS with 32 MB RAM
- Supported Internet browsers: Chrome, Mozilla Firefox, Safari and Microsoft Edge (may give uneven results)
- Browser preferences: Java/JavaScript, Pop-up blocker, Cookies
- Screen Resolution requirements: 800x600 minimum
- Additional requirements may be specified by the instructor based on the technology used.

**Skills for online success:** While this course is not offered in an online format, students should expect some volume of work assigned to require skills with WSU Online resources. As such, students should have developed these fundamental skills to be successful.

### Fundamental Required Skills

- Download and send files.
- Navigate the Internet.
- Participate in chats and threaded discussions.
- Familiarity with messaging platforms (Skype, Hangout, LinkedIn etc.)
- Working knowledge of (word processing, spreadsheets, course specific software)

### General Policies

**Policy on Withdrawal:** For the full 8-week Certified Pharmacy Benefits Specialist® course a 100% refund is afforded to all registered students up to 14 days after the start of the enrolled course.

If for any reason it's not right for you, up to 14 days after the start of the course, just tell us and receive a 100% refund no questions asked. On the 15th day, after the start of the course, there are no refunds issued.

For those students who have decided to register for a single individual course (as opposed to the full 8-week program), there are NO REFUNDS.

\*Students have 18 months from the start of their first class to successfully complete the entire CPBS™ course. After 18 months, the student will have to restart all previous coursework.

**Religious Observance Policy:** Because of the extraordinary variety of religious affiliations represented, the course calendar makes no provision for religious holidays. It is our policy, however, to respect the faith and religious obligations of the individual. Students who find that their classes or examinations involve conflicts with their religious observances are expected to notify their instructors well in advance so that alternative arrangements as suitable as possible may be worked out.

**Academic dishonesty:** All acts of academic dishonesty including cheating and plagiarism will be viewed as violations of appropriate student conduct and they will be dealt with following student due process policies in effect. Disciplinary actions will be taken as warranted. An act of academic dishonesty in this

course will automatically result in a grade of Fail on the test or assignment at issue, and possibly for the course itself. Please, give credit where credit is due, specifically and consistently. The appropriate use of technology is expected.

### **Accreditation Information:**



The University of Kentucky College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This application-based activity has been assigned UAN 0022-9999-18-005-L04-P and will award 20.25 contact hours (2.025 CEUs) of continuing pharmacy education credit in states that recognize ACPE providers. Statements of participation will indicate hours and CEUs based on participation and will be issued online at the conclusion of the activity. Successful completion includes signing in at registration, attending the entire session for which credit is claimed, completing the activity evaluation and requesting credit online at conclusion of the activity. Credit will be uploaded to CPE Monitor, and participants may print a statement of credit or transcript from their NABP e-profile. The College complies with the Accreditation Standards for Continuing Pharmacy Education.



The use of this seal confirms that this activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.



TransparentRx is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM. This program is valid for 12 PDCs for the SHRM-CPSM or SHRM-SCPSM. For more information about certification or recertification, please visit [www.shrmcertification.org](http://www.shrmcertification.org).

### **Tips for Course Success:**

1. Reset your thinking. It's not about "surviving this class." Success with the material covered herein will develop knowledge and skills that you will rely upon for many years into the future.
2. Stay current. Catching up is difficult in an extra-rapidly paced eight-week semester.
3. Read the eBook and work the pre-lecture assignment before class. Familiarize yourself with what's to be discussed in advance.
4. Work the post-lecture assignment and homework online shortly after lecture.
  - a. Re-study the topics covered by any questions you may have missed on the post-lecture assignment.
  - b. Work the homework online and use the supporting study resources provided to solve the problems correctly. Allocate sufficient time in your schedule to earn 100% on assignments.
5. Seek out study and/or academic skills assistance from your instructor and the wide variety of resources available both online and offline.