



RxHub FAQ

What is RxHub?

The RxHub National Patient Health Information Network™ is the nation's only network providing secure access to more than 90% of people with commercial prescription coverage in the United States. Prescription eligibility, benefit, formulary and medication history information is provided - for consenting patients - to authorized physicians at the point of care. This real-time decision support information is used by physicians to prescribe the most clinically appropriate and cost effective medication for patients and enables **Informed Prescriptions** to be sent electronically to the patient's choice of pharmacies.

Results include:

- ✓ Improved Patient Safety through real-time **Informed Prescriptions**
- ✓ Streamlined processes enabling clinical workflow efficiencies
- ✓ Overall cost savings for the delivery of healthcare services in the United States

RxHub was founded in 2001 by the three largest PBMs – CVS Caremark, Express Scripts, and, Medco Health Solutions – resulting in a nationwide, ePrescribing information exchange network. The network is open to all ePrescribing stakeholders to ensure the fastest route to widespread adoption and cost effective healthcare delivery. RxHub utilizes (and develops) industry transactional standards to securely communicate consenting patient information in real-time between ePrescribing stakeholders and provides clinical decision support information (patient eligibility, benefits, formulary, and medication history) for more than 160 million patients to physicians at the point-of-care. RxHub also delivers real-time, informed electronic prescriptions to pharmacists in the retail and mail order settings. RxHub does not alter clinician/patient relationships or business relationships between payers, pharmacies, and technology vendors and operates under a cost recovery business model.

The RxHub National Patient Health Information Network™ operates in real-time enabling clinicians to access and prescribe prescription therapy for patients. Authorized clinicians can access vital clinical and economic decision support information – patient prescription eligibility, benefits, formulary, and medication claims history – at the point of care. Patient information is transmitted securely over a standardized channel and is subject to strict privacy controls consistent with HIPAA requirements and applicable federal and state laws. Clinicians are then able to transmit electronic prescriptions to the pharmacy of the patient's choice.

RxHub promotes greater efficiency and patient safety while reducing clinical workflow costs through real-time delivery of necessary clinical and economic decision support information, at the point of care, through a nationwide utility information exchange that connects prescribers, pharmacies and payers. By assuring that vital information can be easily accessed at the point of decision making, RxHub enables clinicians to provide the informed continuity of care necessary to reduce costly errors and improve patient safety.



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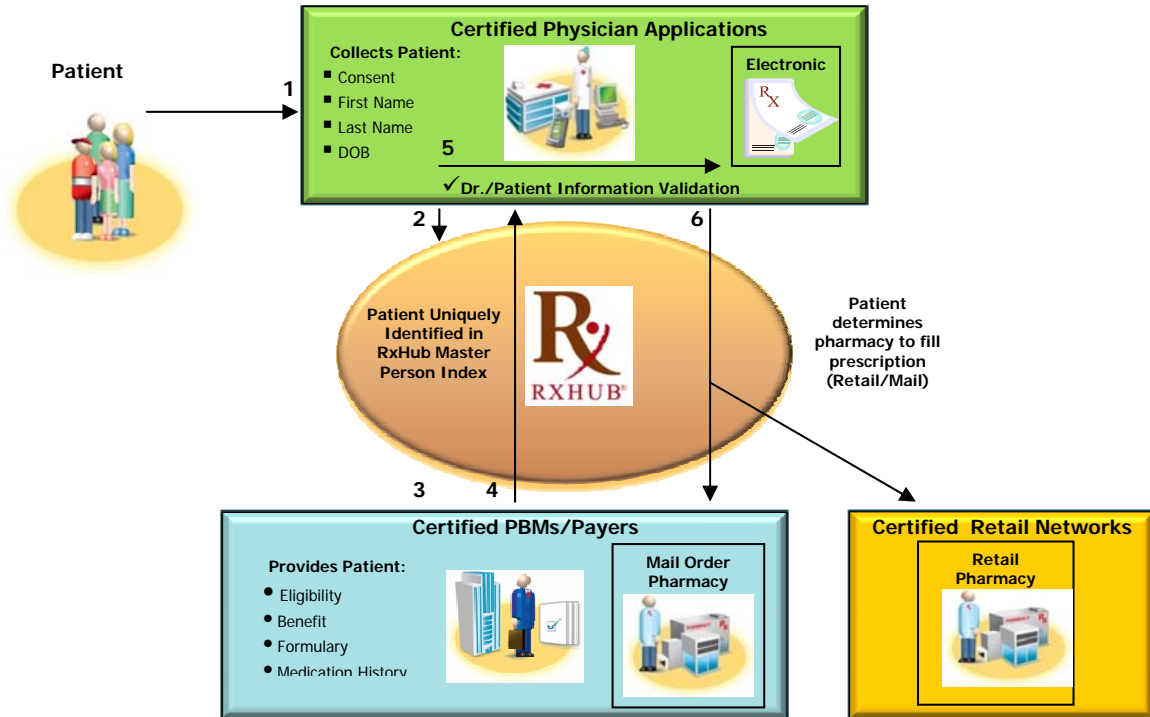
The Benefits of Using RxHub Extend to Patients, Clinicians, Pharmacists and Payers.

- Patients can optimize their prescription drug benefits, choose any pharmacy of their choice, whether it be a retail or home delivery service, and enjoy greater convenience and reduced hassles of prescription delivery.
- Clinicians can use any RxHub certified electronic prescribing tool to improve patient safety – informed by the patients' prescription drug benefits, and save time in the prescribing and renewal process.
- Pharmacists can increase productivity in the prescription delivery process, delivering the safest possible medical care, and improve quality of patient care.
- Health Benefit Plans can improve formulary compliance, achieve more efficient generic/therapeutic interchange, and reduce administrative time and cost.

RxHub's mission is to continue its leadership position as the network exchange for the flow of vital patient information to physicians and other health care providers so that they can improve the continuity of care and make informed decisions that will keep patients safe. As part of our mission to improve patient safety, RxHub is actively working to reduce the risk and occurrence of medication errors and adverse drug events (ADEs), and to lower the number of deaths, injuries and disabilities that result annually. RxHub continues to demonstrate and enhance the value of electronic connectivity and interoperability among industry participants to achieve safer outcomes for all Americans. RxHub is extending its connection beyond the ambulatory setting in order to assist in reducing patient medication errors in hospitals.

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What is RxHub *Informed* ePrescribing?



- Step 1:** Patient visits a physician using an RxHub certified technology application.
- Step 2:** Physician obtains patient consent, First Name, Last Name, DOB, Gender and Zip and submits a request for patient pharmacy eligibility, benefit, and formulary and medication history to RxHub.
- Step 3:** RxHub uniquely identifies the patient in the master patient index and forwards the request for patient pharmacy eligibility, benefit, formulary and medication history onto the PBM/Payer(s) who process the patient pharmacy claims.
- Step 4:** PBM/Payer(s) find patient eligibility, benefit, formulary and medication history information and send it back to RxHub who forwards onto requesting physician.
- Step 5:** Physician and patient validate eligibility, benefit, formulary and medication history information. Physician then prescribes and informed medication and electronically generates the prescription. The patient selects the pharmacy to fill the prescription.
- Step 6:** The physician routes the electronic prescription to the pharmacy of choice (retail or mail order).

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What Services Are Offered By RxHub?

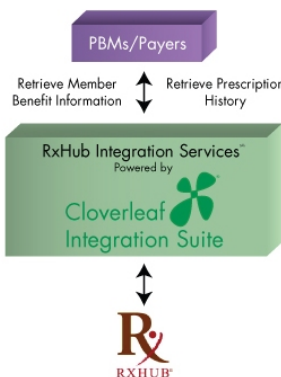
Electronic connectivity between payers, physicians, and pharmacists is essential to improving patient safety and managing health care costs. Patients can feel confident knowing their physicians are empowered to make the right treatment decision at every point of care. The services offered by RxHub include:

- **RxHub PRN:** provides electronic delivery of Payer/PBM member data to clinicians in an ambulatory care setting
 - Eligibility information including Master Patient Index search
 - Physician Office (Point of Care)
 - Pharmacy (Point of Dispensing)
 - Formulary and benefit information
 - Dispensed medication history
 - Delivered to the clinic setting via an RxHub certified system technology vendor

- **RxHub SIG:** provides direct electronic conveyance of prescriptions between doctor and pharmacy.
 - Physician and pharmacy distribution lists
 - New Rx routing to patients choice of retail or mail order pharmacy
 - Renewal/Refill Rx routing from pharmacy to physician
 - Rx Change request
 - Rx Fill Status from pharmacy to physician (future)
 - Delivered to the clinic setting via an RxHub certified system technology vendor

- **RxHub MEDS:** provides clinicians convenient access to up-to-date medication history for patients they are treating in an inpatient setting
 - Master Patient Index search
 - Dispensed medication history
 - HL7 Interface (ADT, ORU, and RDS formats)
 - Delivered to the acute care setting via an RxHub certified distribution partner

- **RxHub Integration Services:** provides a quick, secure, easy, cost-effective and certified connectivity for PBMs and Payers to the RxHub National Patient Health Information Network, through the Cloverleaf Integration Suite, to provide a wide range of ePrescribing decision support information at the point of care.





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What Security Does RxHub Employ to Protect Data?

Payers will make drug history available only for members of health plans who choose to participate under their existing agreements with payers. Patient information is transmitted with the patient's consent, consistent with the requirements of HIPAA and applicable federal and state laws. At RxHub, security practices are an integral part of our service. We encrypt all transactions in transit over public networks. We employ firewalls and other network security controls. We take steps to secure our internal systems and have designed security into our transaction infrastructure.

Who Can Join RxHub?

RxHub is open to all. RxHub's mission is to accelerate electronic prescribing. Our objective is to provide the standard communication hub where electronic prescription information can be exchanged among all the participating parties in the prescription delivery chain. Current partners of RxHub include the following stakeholders:

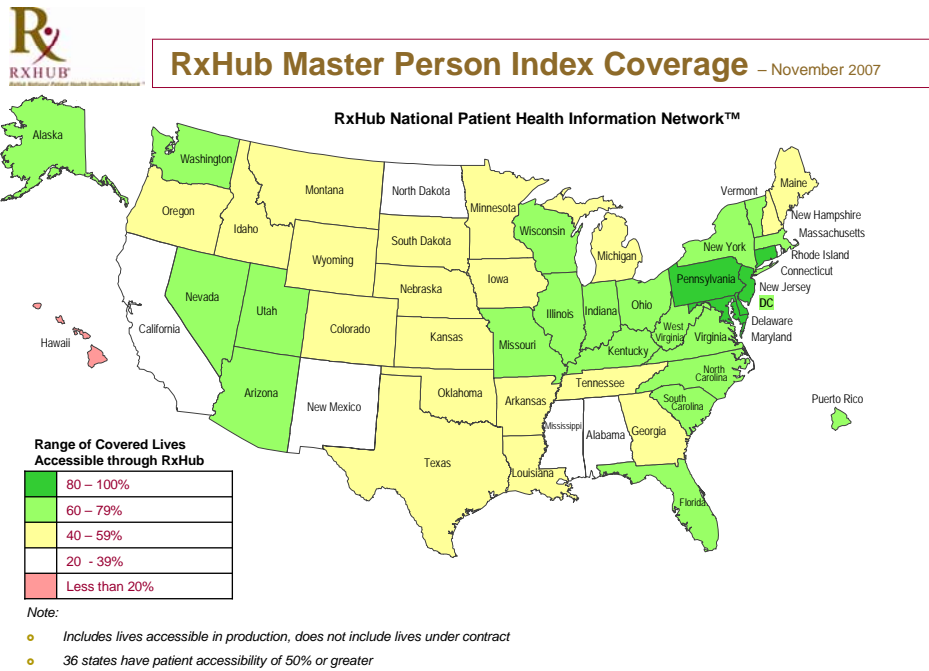
Payers

Payers certified with RxHub supply access to more than 200 million consenting Americans in the United States. These patients are represented by the following RxHub partners:

- ACS
- Aetna
- Argus
- BCBS Florida
- BCBS Illinois
- BCBS Minnesota
- CAQH
- Care First (Argus)
- Catalyst Rx
- CVS Caremark
- EDS
- Express Scripts
- First Health
- Independence Blue Cross (Argus)
- Independent Health (SXC)
- MC-21
- Medco Health Solutions
- MedMetrics (SXC)
- PharmaCare (CVS Caremark)
- Presbyterian Health
- Regence (Argus)
- RESTAT
- SXC
- WellPoint

The current national coverage access represented by RxHub can also be demonstrated with the following U.S. map which illustrates the percentage of lives accessible through RxHub in relation to the state population.

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Technology Partners for Clinics

Technology Partners certified with RxHub represent more than 50,000 clinicians in the ambulatory setting. Since 2002, clinicians utilizing the RxHub PRN service requested more than 120 million eligibility and coverage requests and 16 million medication history requests for patients at the point of care. These clinicians are represented by the following RxHub partners:

- | | | |
|----------------------|-----------------------------|-------------------------|
| Achieve Healthcare | H2H Solutions | Regenstrief INPC |
| Allscripts | Health Vision | Relay Health (McKesson) |
| Athena Health | HealthMatics (Allscripts) | RxNT |
| Axolotl | InstantDx | SafeMed |
| Bond Medical | iScribe | SAGE |
| Caregroup (MA Share) | MA Share | ScriptRx |
| Catalis Health | McKesson | Scriptsure |
| Cerner | MD Offices | Sequel Systems |
| Chart Connect | Medical Info. Systems | SSIMED |
| Community Computer | MedicWare | STI Computer |
| DAW Systems | MedKeeper | Synamed |
| DrFirst | MedPlus | Touchworks (Allscripts) |
| eClinical Works | MedPort | Virtual Medical Network |
| eHealth Solutions | Misys Healthcare | Waiting Room Solutions |
| ElectroMed | NewCrop | Zix Corporation |
| Emdeon | NextGen | Zynchros |
| EPIC | OA Systems | |
| ePocrates | Phytel | |
| First Point | Practice Partner (McKesson) | |
| eRx Now (Allscripts) | Prematics | |
| Gold Standard | Pulse Systems | |



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Technology Partners for Hospitals

In addition, RxHub has technology partners who offer medication claims history to the acute care setting. Since 2004, the clinicians utilizing the RxHub MEDS service requested more than 2.7 million medication claims history requests for patients at the point of care. These clinicians are represented by the following RxHub partners:

DB Motion	Healthcare Systems	Quovadx
DrFirst	InterMedHx	Regenstrief Institute
GE Healthcare	Patient Keeper	Siemens Healthcare

RxHub is returning, on average, the following number of drug records for a 12 month period per patients found in RxHub data sources by age category:

Patient Age Range	Average Drug Records per Patient found in PBM/payer database sources
0 – 17	7
18 – 44	17
45 – 61	31
62 – 64	40
65 – 69	42
70 – 74	44
> 75	46
Overall Average	28

Technology Partners for Emergency Preparedness

RxHub has partnered with **ICERx.org** for the sole purpose of providing real-time patient prescription information to authorized licensed prescribers and pharmacists who are caring for evacuees in times of disaster. **ICERx.org** is activated when a disaster is announced by the federal government or a state governor, allowing authorized users access to a patient's medication history information during the point of care.

Retail and Mail Order Pharmacies

Retail and home delivery pharmacies within the United States are certified with RxHub. Since 2003, more than 1.1 million new prescription and prescription refills were routed between prescribers and pharmacists through the RxHub SIG service. These clinicians are represented by the following RxHub partners:

Major eRxNetwork Retail Pharmacy Chains

ACME Pharmacy	Meijer Pharmacy
Aurora Pharmacy	Pathmark Pharmacy
Dominicks	Publix Pharmacy
Drug Fair	Safeway
Duane Reade	Shopko Pharmacy
Freds Pharmacy	Shoprite Pharmacy
Giant Eagle	Vons
Hannaford Food & Drug	Weis Pharmacy
Medicine Shoppe	Winn Dixie

Mail Order Service

CVS Caremark Mail Order
Express Scripts Mail Services
Medco Mail Order



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How Has RxHub Participated in the Industry?

RxHub has participated in many levels of the healthcare delivery industry including technical standards in addition to the Federal and State levels.

Industry Standards:

- Accredited Standards Committee (ASC X12)
- American Health Information Community (AHIC)
- Certification Commission for Healthcare Information Technology (CCHIT)
- Council for Affordable Quality Healthcare (CAQH) CORE
- Electronic Healthcare Network Accreditation Commission (EHNAC)
- Health Information Technology Standards Panel (HITSP)
- Health Level 7 (HL7)
- National Drug Council for Prescription Drug Program (NCPDP)
- Workgroup for Electronic Data Interchange (WEDI)
- RxHub Participant Workgroups

Industry Initiatives:

- Centers for Medicare & Medicaid Services (CMS) 2006 pilots
 - Achieve Health
 - Massachusetts
 - RAND
 - Ohio KePro
- Connecting for Health – Markle Foundation
- eHealth Initiative
- Hurricane Katrina relief effort / ICERx.org
- National Alliance for Health Information Technology
- National Committee on Vital Health Statistics (NCVHS)
- Nationwide Health Information Networks (NHIN) 2006 prototypes
 - Accenture
 - CSC
 - Northrop Grumman

Regional Health Information Organization (RHIO) Initiatives:

- California: CALRHIO
- Florida: ePrescribe Florida
- Georgia
- Illinois: E-Rx Collaborative
- Indiana: IHIE/Regenstrief Institute
- Maine
- Maryland/DC Collaborative
- Massachusetts: MA Share – Rx Gateway
- Michigan: SEMI
- New Hampshire
- New Jersey: BCBS NJ/Horizon/Caremark
- New Mexico
- New York: Bronx RHIO, THINC RHIO
- North Carolina: BCBS NC/NCHICA
- Rhode Island: RIQI
- Tennessee
- Vermont: VITL
- Others

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What Are Some of the Community Successes Attributed to RxHub?

Patient Safety Improved

Electronic eprescribing improves patient care and safety as evidenced by a recent highly publicized drug recall. Upon receiving notice about an immediate drug recall, Dr. Salvatore Volpe, a physician practicing in Staten Island, NY used his eprescribing application, *PocketScript*, to search for patients who had been prescribed the medication in the past. By accessing patient medication history through the application in less than a minute, the physicians and staff found every patient that needed to be notified without combing through a single chart. Physicians notified their patients of the recall and identified an alternative prescription to issue in its place. "Having access to this data allowed us to identify those patients at risk, and contact them immediately to change their prescription to a safer alternative," said Dr. Salvatore. "This convenient tool is evidence of the value of medication office automation in improving patient safety and improving medical practice efficiency."

Drug Duplication Identified

The same physician also reports that a 72 year old female was brought to the emergency department with a head injury. Both the patient and her family had given the triage nurse the patient's medication history information. However, when the triage nurse reviewed the medication history provided electronically through RxHub, it was identified that the patient had been taking both the brand and generic of a prescribed medication. Having the ability to compare patient medication history, provided electronically at the point of care, the physician was able to diagnose the patient with duplicate therapy and resolve the issue. The physician stated this program is absolutely remarkable.

Drug Interaction Identified

Dr. William Land, M.D. of California reports that since using the ePrescribing technology provided by *RxNT*, he finds it invaluable to his practice. "Prescription writing is easy because patient information and medication history are available immediately," stated Dr. Land. The system cross references the medications and identifies when there is a medication interaction before sending the prescription to the pharmacy. The solution is also portable, enabling secured prescribing anywhere in the world. "Overall, ePrescribing pays for itself in convenience and time savings."

Patient Care Improved

Dr. J. Marc Overhage, M.D., Ph.D. of *Regenstrief Institute* in Indianapolis reports that the month following Hurricane Katrina, the number of patients entering some emergency departments in Indianapolis from Louisiana and Mississippi increased 6000% and 500% respectively. "In the first seven months that the system was in place, medication history requests from Indianapolis Emergency Departments to RxHub included patients from 49 states. Given the rapid flight of these survivors, it is highly unlikely that many brought with them accurate medication history information. But with a national electronic medication records, clinicians in Indianapolis were able to obtain medication histories even if a patient's paper records was permanently destroyed. Indianapolis physicians believe that this level of insight improved patient care for those fleeing the hurricane ravaged areas of the South," stated Dr. Overhage.



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Community Successes Attributed to RxHub (continued)

Efficiency Gained

Dr. Alice Tanner, M.D. of Maryland reports that eprescribing is much easier for patients who are on chronic medications. Once child in her practice is on ten medications and requires new prescriptions every 30 days because she is on medical assistance. "For her alone, it is worth it", said Dr. Tanner. "ePrescribing is much easier, more accurate, and more convenient for patients." Dr. Tanner uses the *DrFirst Rcopia* ePrescribing solution sponsored by CareFirst.

National Infrastructure Demonstrated

A physician at Hendry Regional Medical Center in Florida reports that a man was brought into the emergency department with trauma from a fall off a roof. Even though the man was from Pennsylvania, the Florida emergency department physician was able to quickly locate and review this patient's medication history through her certified RxHub technology partner, *Healthcare Systems*.

For more information on RxHub, please visit www.rxhub.net