

COVANCE ACCESS TECHNOLOGY PLATFORM

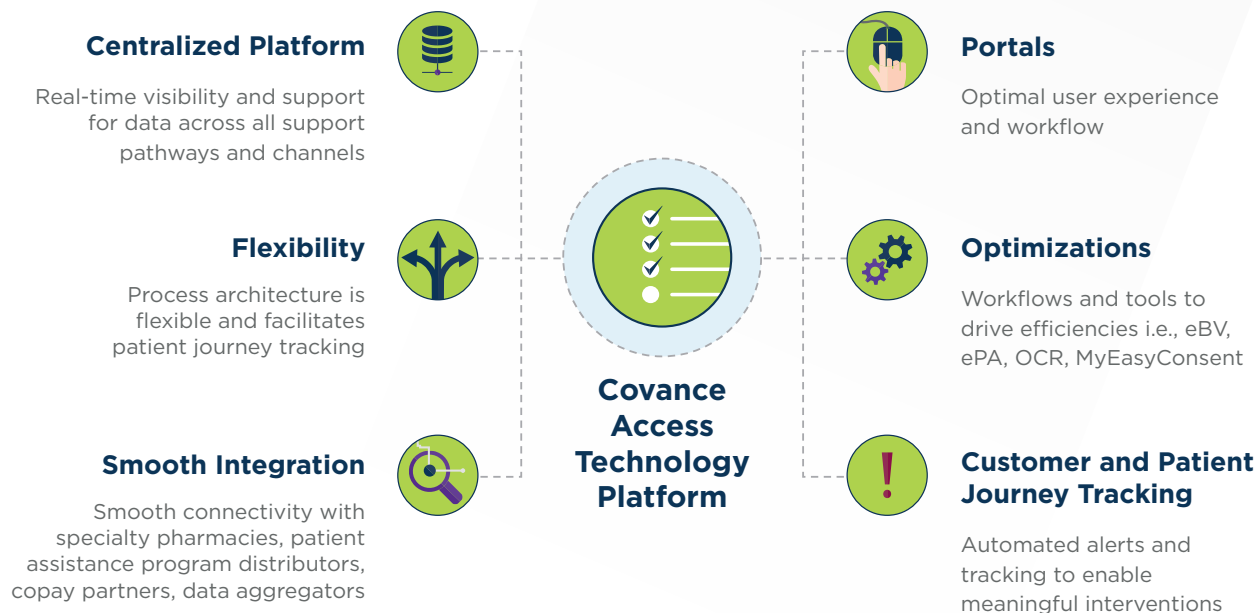
GAIN INSIGHTS THAT ENABLE TRANSFORMATION AND EFFICIENCIES

As a pioneer in the patient support industry, Covance Market Access & Phase IV Solutions continues to evolve and harness technology that optimizes the customer experience. A “right tools, right time” approach facilitates:

- ▶ Personalized and customer-centric engagement
- ▶ Consistent high quality results
- ▶ Automation and efficiency gains
- ▶ Best-in-class product coverage and patient insights that inform optimum commercialization strategies

FACILITATING RAPID ACCESS TO THERAPIES BY EMPLOYING A FLEXIBLE TECHNOLOGY PLATFORM

Covance’s proprietary Access Technology Platform integrates multiple best-in-class technology solutions that optimize the customer experience, accelerate access to therapy, and equip our agents with appropriate tools so they can consistently deliver quality results to all stakeholders. The platform facilitates efficient connection between all key stakeholders throughout the patient journey, effectively capturing, leveraging, and sharing data, and significantly reducing barriers to access.



OUR ACCESS TECHNOLOGY PLATFORM OFFERS:

- ▶ A **centralized** repository of rich data sets with real-time visibility so support teams can create a highly personalized customer experience, meeting patients where they are on their care continuum and keeping them on therapy.
- ▶ A **flexible** process architecture that adjusts and adapts to changing client and market needs.
- ▶ Intelligently **integrated** with pre-built connectors that link data aggregators, specialty pharmacies, distributors, copay and other vendors to seamlessly share data across the ecosystem and accelerate the build timeline.
- ▶ **Client-tailored portals** with multi-channel support to improve stakeholder engagement.
- ▶ An **optimized** suite of technology offerings that maximizes efficiencies by reducing manual work and streamlining administrative tasks. Optical character recognition (OCR) to reduce data entry, MyEasyConsent.com to obtain missing consent, electronic benefits verification (eBV), and electronic prior authorizations (ePA) are powered by artificial intelligence and machine learning, and can be extended for use in client customer relationship management (CRM) systems.
- ▶ **Data-driven insights** that are tailored to each audience, and provide full transparency into all services and activities. A 360-degree view of the patient, along with product coverage and payer landscape, facilitates informed decision making.

A “one-size-fits-all” approach is never the solution if the goal is an exceptional patient services program. Every client and every product has unique needs based on numerous factors, including therapeutic area, patient profile and the competitive landscape.

Covance Market Access & Phase IV Solutions takes an **inclusive, consultative approach** when building client programs. We are flexible and nimble, creative and objective-focused. Based on best practices, lessons learned and industry insight, we design, develop and execute integrated, hyper-efficient programs. By effectively combining the right people, process, and technology, each client’s specific needs are served.

MARKET ACCESS & PHASE IV SOLUTIONS

Experience Forward Thinking

www.covance.com/marketaccess

Covance is the drug, medical device and diagnostics business segment of LabCorp, a leading global life sciences company. COVANCE is a registered trademark and the marketing name for Covance Inc. and its subsidiaries around the world.

The Americas +1.888.COVANCE (+1.888.268.2623) +1.609.452.4440

Europe/Africa +00.800.2682.2682 +44.1423.500888

Asia Pacific +800.6568.3000 +65.6.5686588

© Copyright 2019 Covance Inc. SSCMA061-1219

COVANCE