



▶ PRODUCT REPLACEMENT PROGRAMS

Patients often have a need to replace product which has been received or found to be damaged or adulterated. It is critical that these patients receive replacement product quickly and accurately. Rapid turn-around of these requests requires a unique set of tools which provide verification and high-level automation of the replacement process. KnippeRx has developed the “**Rx Cares Technology Ecosystem**”, a highly innovative and cost-effective solution to decrease time and cost and increase patient and HCP satisfaction.



The KnippeRx Cares Product Replacement Solution Provides:



Receive
Approved
Patient Request



Create
Replacement
Case



Secure
Replacement
Rx



Schedule
Product
Delivery



Ship via
Pharmacy
or 3PL



Provide
Tracking
Information

KnippeRx Cares Offers Simplicity and Peace of Mind

Unparalleled technology ecosystem for maximum efficiency, patient satisfaction, and cost control

- ▶ Proprietary RxCares Technology Ecosystem
 - Collection of case information
 - Transferring case data to pharmacy
 - Validate case data to pharmacy
 - Secure Rx for replacement dispense
 - Dispensing product to patient

Omni-channel communication keeping patients and HCPs informed at all points of the process

- ▶ Phone, Fax, SMS, and Email
- ▶ Digital Patient Engagement
- ▶ Virtual Patient Training
- ▶ Patient and HCP Surveys

Highly scalable pharmacy dispensing and distribution capacities

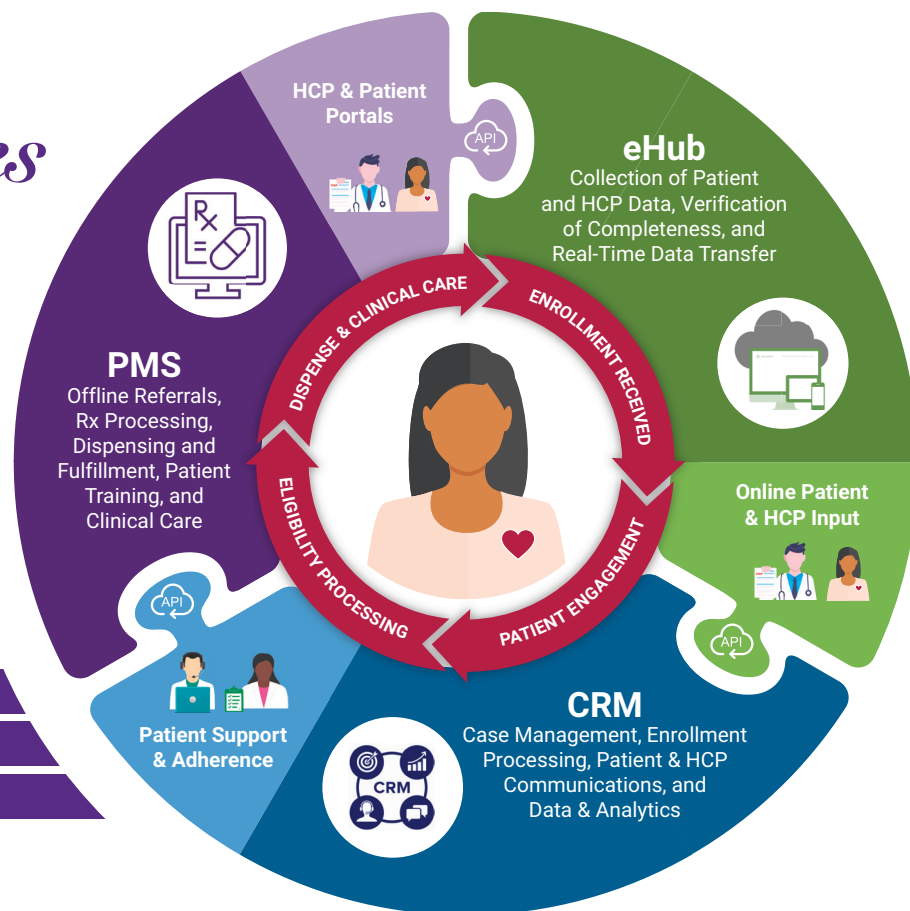
- ▶ Strategically located distribution points
- ▶ Nationwide dispensing and distribution
- ▶ Licensed to dispense schedule II-V
- ▶ Integrated 3PL distribution
- ▶ Collocated Pharmacy and 3PL

KADABRA Propriety Reporting and Analytics provides full program transparency

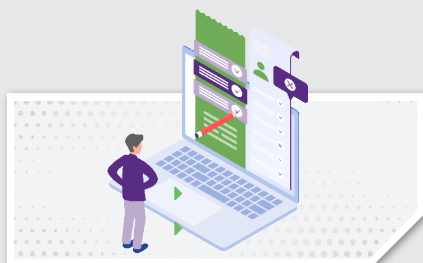
- ▶ Real time dashboards
- ▶ Configurable thresholds and alerts
- ▶ Export to multiple output formats
- ▶ Ability to publish reports to web server



- Online and Mobile Patient & HCP Intake
- CRM Based Case Management
- Omni-Channel Patient & HCP Support
- Integrated Hub Lite Services
- Clinical Care & Training
- Ambient & Cold-Chain Patient Dispensing
- API Based 3rd Party Integration Capability
- Advanced Reporting & Analytics Dashboards
- HCP Stock Replenishment via Knipper 3PL



FULLY INTEGRATED END-TO-END SOLUTION



eHub

The eHub facilitates intake of required demographics and prescription information through a myriad of online and API based methods. These may include online portals, data transfer processes, and API integrations. The eHub also enables bidirectional communications with Patients and HCPs.



CRM

The CRM is the heart of the Product Replacement Process. Built on Salesforce.com, the CRM provides complete case management, advanced business rules processing, events triggering, and program reporting across all facets of the Product Replacement Program application and management process.



PMS

The KnipperRx PMS (Pharmacy Management System) enables dispensing and ongoing clinical care. The PMS integrates directly with the eHub and CRM, providing a seamless data flow and decreasing "time to therapy" for the patient.



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