# How MetroHealth Transformed Financial Assistance

MetroHealth, a leading health system in Cleveland, OH, provides care at **four** hospitals, **four** emergency departments, and more than **20** health centers and **40** additional sites. The system serves more than **300,000** patients, two-thirds of whom are uninsured or covered by Medicare or Medicaid.

## Challenge: Manual, Inefficient Processes

As part of the health system's centralized specialty pharmacy model, MetroHealth's team of medication access and prior authorization specialists identify financially at-risk patients and connect them with cost-saving resources. However, labor-intensive processes—tracking funds, navigating numerous websites, and handling paperwork—limited staff's capacity to assist patients in need.

## Solution: Improving Affordability with Technology

TailorMed's comprehensive, end-to-end platform empowered MetroHealth staff to streamline assistance, reach more patients, and reduce the financial burden:

**10x**
More patients assisted with the help of TailorMed

**76%**
Drop in average copay for specialty drugs

*"Before TailorMed, on a typical day, I would have 10 to 15 patients I needed to help, but I could only get to five or six. Now, I can help them all before the end of the day."*

— **Daija Averyheart,** Prior Authorization Specialist

Scan this code to watch the case study video.

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To learn more and request a demo, contact our team. Visit us at **tailormed.co**