

AmerisourceBergen



Pharmacists can bridge the gap in mental health care

Gold Eneyo, Director - Clinical Pharmacy Services, AmerisourceBergen

Pharmacists in collaboration with primary care providers (PCP) can enhance patient care in the mental health space. By integrating mental health screenings into routine pharmacy visits, pharmacists can facilitate the early identification of at-risk individuals, enabling timely interventions and referrals. The [Patient Health Questionnaire \(PHQ-9\)](#) serves as a valuable tool for screening, diagnosing, monitoring, and assessing the severity of depression in adults. Incorporating this questionnaire into standard pharmacy workflows, such as during pick-up or wait times, can significantly improve access to screening, and monitoring, and address adherence gaps. By utilizing these tools effectively, pharmacists gain a better understanding of patient's mental health status and can refer them to appropriate healthcare professionals when needed.

Pharmacist-led mental health educational initiatives empower patients to proactively recognize and manage their mental health concerns. Providing patients with information on the PHQ-9 questionnaire, its significance, and how to interpret results empowers patients to monitor their mental health and offers guidance on self-management techniques and lifestyle modifications such as offering guidance on stress management techniques, lifestyle modifications such as alcohol reduction and sleep improvement, and tips for enhancing overall well-being.

Implementing collaborative care models is essential for bridging mental health gaps through enhanced communication and coordination among healthcare providers. Establishing a clear referral pathway and effective communication channels ensures seamless coordination of care for patients identified with mental health concerns.

By leveraging these strategies and tools, pharmacists can contribute to the identification of at-risk individuals, provide necessary support and interventions, contributing to improved overall mental health outcomes for patients and the community.

Kicking off Mental Health Awareness Month with pharmacogenomics awareness

NCPA, April 30, 2024

Did you know that upwards of 75 percent of people suffering from chronic depression do not find relief from their first antidepressant? That's why implementing pharmacogenomics (PGx) services in your community pharmacy might be a good move to help your patients find the right medication and right dose and boost your pharmacy's revenue at the same time.

[Read more](#)

Point-of-care testing is not just good business, it's good service

NCPA, April 30, 2024

Want to know a great way to connect with your community and generate revenue? It's good for them—and it's good for you. We've got two resources to get you started with pharmacy-based point-of-care testing or to expand your existing program. The NCPA Innovation Center will be offering the NASPA Pharmacy-Based Point-of-Care Test and Treat National Certificate Program on May 16 in a virtual format.

[Read more](#)

Drive your MedSync program with InSite Reports

Jim McCaslin, Sr Mgr. - Pharmacy Quality Performance, AmerisourceBergen

With 30 minutes a week you can optimize your medication synchronization program by utilizing the Week-at-a-Glance Dashboard and Suspect Claims Report. These tools provide a snapshot of the previous week's claims data, enabling you to track MedSync enrollment weekly and pinpoint opportunities for patient enrollment.

Week-at-a-Glance Dashboard:

- Purpose: Monitor MedSync performance of eligible patients from the previous weeks claims with Synced %.
- Definition: A patient counts as a sync opportunity if they have more than three maintenance meds and are considered synced if they pick up all their prescriptions in the same week, with one exception allowed.

Suspect Claims Report: Sync Candidates Report

How to use:

- Identify and enroll patients picking medications up on multiple weeks.
- Prioritize patients marked with an * indicating a Star Ratings opportunity.
- Target patients with \$0.00 copay for medications.

- Review transaction dates and days' supply for listed medications.
- Focus on plans where Star Ratings performance impacts payer performance program earn back dollars (found in EQUIPP under PDC measure and Quality Improvement Programs).

If you require assistance with navigating InSite Reports, reach out to the Elevate Help Desk at elevate@amerisourcebergen.com or 1-888-880-1388. *Good Neighbor Pharmacy* pharmacies can leverage their Business Coach for guidance, setting goals, action plans, and ensuring accountability during MedSync implementation.

EQUIPP dashboard training

Join a group demo of the Performance Dashboard and discuss general platform navigation and features. Ensure you can log in prior to the webinar so you can follow along in your own dashboard. Multiple sessions available to choose from.

[Choose a time](#)

Advocacy

NCPA joins NACDS, APhA in asking that CMS end utilization management for vaccines

NCPA, April 29, 2024

NCPA joined the National Association of Chain Drug Stores (NACDS) and the American Pharmacists Association (APhA) in a recent letter to CMS expressing our concerns about utilization management tactics that we understand are being employed by Medicare Part D sponsors for vaccine coverage.

[Read more](#)

AB Solutions Portal expansion of multi-factor authentication for all users

On May 18, we will expand multifactor authentication (MFA) for all users to login for enhanced security that helps ensure your key pharmacy business data is protected.

Quick reference card

Memorial Day holiday closures

NCPA, April 23, 2024

AmerisourceBergen will be closed in observance of the Memorial Day holiday and there will be no deliveries on Monday, May 27. Our Customer Service and Customer Systems Support teams will also be unavailable on this day. Please review our [full holiday schedule here](#) for more detailed information and to plan your orders accordingly. We will resume normal operations on Tuesday, May 28.

Holiday schedule

CMS finalizes notice of rate changes to Medicare Part D and Medicare Advantage

NCPA, April 26, 2024

On April 1, the Centers for Medicare & Medicaid Services (CMS) finalized the Calendar Year (CY) 2025 Rate Announcement for the Medicare Advantage (MA) and Medicare Part D Prescription Drug (Part D) Programs that updates payment policies for these programs and ensures payment accuracy. The rate announcement complements policies in the CY 2025 MA and Part D proposed rule (which NCPA commented on in March) that would strengthen protections for the millions of people who rely on MA and Medicare Part D prescription drug coverage, which will be finalized in the coming days.

Read more

Disaster relief grants available for tornado damage

NCPA, April 29, 2024

Tornadoes caused widespread damage in Iowa, Nebraska, Kansas, and Oklahoma this past weekend. If your pharmacy was affected, the NCPA Foundation can help. The NCPA Foundation Disaster Relief Grant, sponsored by the AmerisourceBergen Foundation, assists eligible community pharmacy owners with funds to help repair their pharmacy in the event of disaster, accidents, illness, or other adverse circumstances.

[Read more](#)

Change Healthcare connection restored

The Elevate/InSite data feed from Change Healthcare has been restored and the data feed to FDS/EnlivenHealth to support reconciliation has been enabled as of 4/23/2024. We have been advised by CHC that claims submitted through CHC after the switch restoration and prior to 4/23/2024 will be sent to Elevate as a batch at a future date.

If your pharmacy is not currently switching through Change Healthcare, you can work with your Pharmacy Management System vendor to determine when your vendor will be back online with CHC and what, if any, action is needed to move your primary switch vendor back to Change Healthcare.

If your pharmacy has permanently changed your switch vendor, please reach out to the Elevate Provider Network help desk as they can answer any questions related to the data feed and reconciliation and if any additional data agreements may be needed to establish a new data feed.

Legendary Skateboarder & Entrepreneur, Tony Hawk, is ThoughtSpot's keynote speaker!

Tony Hawk was just nine-years old when his brother gave him his first skateboard. By fourteen he'd turned pro, and by sixteen he was widely considered the best skateboarder on earth. In 1999, he became the first skater to ever complete a 900, and shortly thereafter, launched Tony Hawk's Pro Skater, his now billion-dollar video game franchise. The Hawk empire includes Birdhouse Skateboards, Hawk Clothing, and the Tony Hawk Signature Series products, as well as his production company, 900 Films. In 2022, a biographical documentary film titled "Tony Hawk: Until the Wheels Fall Off" by award-winning director Sam Jones debuted on HBO, giving an in-depth look at Tony's legendary career and personal life. Tony founded the The Skatepark Project, which helps underserved communities create safe and inclusive skateparks for youth. [Read more about Tony Hawk.](#)



[Register today](#)

Elevate Provider Network Outcomes opportunities

OutcomesOne MTM:

Adherence Monitoring checkpoints are beginning to appear this month. As a reminder, the Adherence Monitoring Program (AMP) is an ongoing program designed to help patients achieve or maintain adherent medication regimens throughout the calendar year. Once enrolled, patients are targeted for quarterly checkpoints to assess and discuss adherence.

Outcomes opportunities:

Below are current MTM revenue opportunities available to Elevate Provider Network pharmacies through the Outcomes platform as of May 01, 2024:

Total Outcomes CMR opportunities as of 05/01/24: **51,491**

Potential revenue for the following CMRs: **\$2,962,550**

Additional information regarding Outcomes opportunities can be found on the [Outcomes](#) website.

Contracts

Contracts Signed:

- RxSense - NADAC Pricing Addendum 2024 Amendment (Re-contract) - BIN 610568 and others - Effective 5/1/24 - Affects pharmacies Commercial business nationwide.

Contracts Received:

- OptumRx - UHC C&S NADAC New Mexico Custom Medicaid Amendments - Received 4/26/24
- Caremark - New Mexico Community-Based Pharmacy Network (Re-contract) - Received 5/1/24
- MedImpact - Low Cost Medicare Part D Network Amendment (LCPD-25) - (Re-contract) - Received 5/1/24

Top MAC cases

Each week the Elevate MAC Team analyzes millions of InSite claims, identifying which ones will represent the highest potential financial impact to our members. Although a representative claim might be submitted on behalf of a single Elevate Provider Network pharmacy, the impact may be seen by all our members.

Product Name	NDC	Effective Date	Group	Payer
BUPROPION HCL SR 150 MG TABLET	31722006705	04/24/2024	UHEALTH	Optum Rx
DEXLANSOPRAZOLE DR 60 MG CAP	00378208677	04/24/2024	EGWPS009	Catamaran
EZETIMIBE 10 MG TABLET	59651005205	04/24/2024	UNITEDRX	Optum Rx
ISOSORBIDE DINITRATE 10 MG TAB	68001037400	04/25/2024	FEDEX	Catamaran
METRONIDAZOLE TOPICAL 0.75% GL	00713063737	04/24/2024	AMICUS	Catamaran
OZEMPIC 1 MG/DOSE (4 MG/3 ML)	00169413013	04/24/2024	UHEALTH	Optum Rx
PROPRANOLOL 40 MG TABLET	69238207901	04/24/2024	WALMART	Optum Rx
RYBELSUS 7 MG TABLET	00169430730	04/25/2024	FEDEX	Catamaran
SIMVASTATIN 80 MG TABLET	68180046509	04/24/2024	SAMCAID	Catamaran
TACROLIMUS 0.1% OINTMENT	68462053435	04/24/2024	USLBMRX	Optum Rx

Have trouble viewing this table? [View in your browser.](#)

Visit the MAC Action Center in the Solutions Portal for a complete list of all MAC Cases with favorable outcomes.

Elevate Provider Network

500 North State College Blvd., Suite 900, Orange, CA 92868

Elevate Help Desk:

Hours: Monday through Friday, 6:00 am PST - 5:00 pm PST

Phone: (888) 880-1388

General Fax: (833) 765-4454

Email: elevate@amerisourcebergen.com

Advocacy: <https://www.wearegnp.com/advocacy>

Outcomes: (515) 237-0001 or www.outcomes.com

Expo Rx Prescription Savings Card: www.wearegnp.com/expo-rx-prescription-savings-card

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