

AmerisourceBergen

Elevate Provider Network Weekly Update

Promoting the value of independent pharmacy patient care

Business Coaching: Driving patient services and pharmacy performance

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

Recently, I sat down with Don Via, a pharmacist, and a seasoned Business Coach for *Good Neighbor Pharmacy* looking to learn how he utilizes his expertise to enhance implementation and maximize the completion and successful delivery of patient care services. (MTM, Enhanced Services and Payer Quality Improvement Programs).

How has awareness and understanding of patient care services impacted pharmacy engagement?

“Pharmacies are encountering challenges in recognizing and embracing new services, and this is also impacted by their reluctance with opportunities that are unfamiliar. Independent pharmacies have thrived by delivering superior customer care and prescription services compared to their box store competitors. Apprehension exists introducing additional services that may disrupt these strengths or compromise their competitive edge. There is also a pressing need for clear understanding regarding the benefits of offering these services. It's crucial that I guide pharmacies in realizing that engaging in these patient care service opportunities aligns with the longstanding goals within the profession for compensation based on pharmacists' expertise, and ability to impact patient health outcomes. Participation in patient care services not only reinforces the future of pharmacy businesses, but also educates patients on the expectation of receiving these services at their pharmacy.”

Don, what is your approach to implementing patient care services into a pharmacy's workflow?

“Implementation is an evolving mindset by independent pharmacy owners and their teams, and the starting point varies from pharmacy to pharmacy. Our owners must consider that practicing at a higher level has always been our goal, and how they approach the implementation of these services may come with many challenges. As a coach and a pharmacist, I emphasize the need to engage with the understanding that success benefits the patient and the business. While pharmacists are comfortable with Medication Therapy Management (MTM) services, the adoption of enhanced service

opportunities and monitoring earn-back programs is newer and requires effective communication and training by the pharmacy team. Integrating a clinical model into the dispensing model has been challenging for some pharmacies, with the key to success lying in addressing the cultural aspect of the pharmacy. Successful pharmacies have adjusted their business models to focus on education, healthcare, and meeting patient expectations, creating a culture that prioritizes supporting services from the moment patients interact with the pharmacy.”

Once culture has been addressed, what is the next implementation step for the pharmacy?

“Begin by providing training that reinforces the value of patient services to the business, staff, and patients. It's important not to overwhelm your staff during this transition period. Incorporating the clinical model into the dispensing model should be done gradually. Start with a service that your staff is comfortable with and gradually introduce new services as they become more comfortable at each stage. By developing tasks into habits over time, your pharmacy team will develop behaviors such as checking for vaccines, reviewing medication adherence, or conducting blood pressure tests into their daily routine. Cultural changes emphasizing clinical services leads to a patient wellness mindset first followed by transactional services second.

Patient Care Services opportunities are found in EQUIPP and OutcomesOne. To implement Patient Care Services at your pharmacy, contact your dedicated Business Coach or reach out to pharmacyperformance@amerisourcebergen.com.

Breath of fresh air: Pharmacies empowering patients in asthma management

Gold Eneyo, Director - Clinical Pharmacy Services, AmerisourceBergen

The Asthma and Allergy Foundation of America (AAFA) designates May as Asthma Awareness Month, to bring attention to the impact of asthma, a condition affecting over 27 million individuals in the U.S. Each day, an average of 10 people in the U.S. succumb to asthma. Factors such as climate change and extreme heat worsen air quality. Increased allergens and extreme weather events can complicate asthma management and lead to more asthma attacks. May presents a crucial opportunity for pharmacists to educate patients, their families, friends, colleagues, and others on effective asthma management strategies.

Education and counseling: Offering educational resources both within the pharmacy setting and through online platforms, can increase patient awareness regarding asthma triggers, symptoms, and management approaches. Ensure patients adhere to treatment and have rescue inhalers on hand to manage symptoms. Access inhaler techniques during consultations and ensure patients have developed asthma action plans tailored to their needs and triggers. Pharmacies should take time to review medication utilization for newly diagnosed patients who may be overwhelmed with the diagnosis and treatment plans.

Vaccinations: Individuals with asthma, particularly those with moderate to severe forms of the condition, are at an increased risk of experiencing severe complications from

certain vaccine-preventable diseases. These individuals must adhere to the recommended vaccination schedule. Pharmacists should familiarize themselves with the [Advisory Committee on Immunization Practices \(ACIP\)](#) guidelines for patients with asthma and actively engage in discussions with patients about the importance of these vaccinations. To implement this initiative effectively, pharmacies should ensure they have a supply of the necessary vaccines, such as those for pneumonia and Tdap (Tetanus, Diphtheria, Pertussis). Plan with your team to vaccinate and protect at patients in May who require these specific vaccines.

Ready to start or expand your pharmacy immunization program? Reach out to your business coach or clinicalsolutions@amerisourcebergen.com.

Clinical focus: Elevating Tdap immunization initiatives

Gold Eneyo, Director - Clinical Pharmacy Services, AmerisourceBergen

Spring is in full effect and customers are immersing themselves in planting and enhancing the curb appeal of their homes. This is an ideal moment to shed light on the significance of the Tdap vaccine to patients. [ACIP](#) recommends all adults get a tetanus vaccine every 10 years, with a shorter interval of 5 years in cases of severe or dirty wound or burn.

Here are three things to do today to educate, empower and vaccinate.

- Patient Identification: Utilize the state's Immunization Information System (IIS) or a suitable software system to identify patients due for Tdap updates. Proactively reach out to these individuals to ensure they are informed about their vaccination status and encourage timely updates.
- Stock Up on Tdap Vaccines: Ensure that your pharmacy maintains an adequate supply of Tdap vaccines. Begin with a ten-vaccine box and replenish supplies as needed to cater to demand effectively.
- Communication Strategy:
 - Engage with patients by initiating conversations about the significance of Tdap vaccine in person and in text.
 - Collaborate with physician offices in the area and community organizations to raise awareness about the availability of the Tdap vaccines at your pharmacy while emphasizing its importance based upon ACIP guidelines.
 - This outreach initiative is vital in highlighting awareness, promoting vaccination, and ensuring the ongoing protection of patients beyond the spring season.

Sample Patient Outreach Message (text):

"Stay healthy this spring! The Tdap vaccine helps you fight off diseases like tetanus, diphtheria, and whooping cough. If it's been more than 10 years since your last shot, make sure to schedule a visit to our pharmacy for your vaccination."

Ready to expand or start your immunization journey in the pharmacy, reach out to your business coach or clinicalsolutions@AmerisourceBergen.com.

CMS releases draft guidance on the Medicare Drug Price Negotiation Program

NCPA, May 06, 2024

CMS has released draft guidance on the Medicare Drug Price Negotiation Program. Comments on the draft guidance are due July 2, and NCPA will be submitting comments. This draft guidance outlines new requirements for the second cycle of negotiations, which begins in 2025 and will result in maximum fair prices (MFPs) effective for 2027. This draft guidance also includes additional policies regarding how participating drug companies will make any agreed upon negotiated prices available in 2026 and 2027.

[Read more](#)

Avoid PBM Audits: Tips on GLP-1 claims

Stephanie Montero, Analyst – Pharmacy Audit and Compliance, AmerisourceBergen

As GLP-1 agonist use becomes more prevalent with the FDA-approval of weight loss (for some GLP-1 agonists), PBMs are increasing their audits of these medications.

While data on audit discrepancies for these medications is currently sparse, the current discrepancies are due to dispensing drugs FDA-approved for type 2 diabetes in patients that do not have a history of type 2 diabetes. Dispensing medication for an off-label or non-FDA approved use will result in full recoupment of a claim. The list below provides the drug name and their current FDA-approved use.

GLP-1 agonists currently **FDA-approved for type 2 diabetes**:

- Adlyxin (lixisenatide)
- Bydureon (exenatide)
- Byetta (exenatide)
- Mounjaro (tirzepatide)
- Ozempic (semaglutide)
- Rybelsus (semaglutide)
- Tanzeum (Albiglutide)
- Trulicity (dulaglutide)
- Victoza (liraglutide)

GLP-1 agonists currently **FDA-approved for obesity**:

- Saxenda (liraglutide)
- Wegovy (semaglutide)*
- Zepbound (tirzepatide)

The Elevate Provider Network audit team is recommending the following:

- Dispense the medication only for the FDA-approved use
- Verify with the prescriber and annotate (electronically preferred) the patient's diagnosis on the prescription
- If the GLP-1 agonist is being prescribed for Type 2 diabetes, verify the patient has a history and/or treatments for type 2 diabetes
- Keep any associated documents, such as prior authorizations or prescriber charts, with the prescription hard copy
- Bill each step of titration doses accurately – calculating days' supply based on what steps of the titration the patient is on during each fill

*As of 03/08/2024, Wegovy is also approved to reduce the risk of cardiovascular death, heart attack and stroke in adults with cardiovascular disease and either obesity or overweight.

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

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](#)

Now available! CE schedule for ThoughtSpot 2024

Full CE schedule starts Wednesday, July 24!

ThoughtSpot is four days packed full of education and insight – and this year is no different. [Review the full schedule](#) of over 25 live CE courses and workshops covering clinical topics, employee engagement, business operations and more. [Review our CE FAQs](#). Registration for the workshops is required and space is limited. All other CEs and Shoot the Breeze® sessions will be available on a first-come, first served basis.

If you haven't registered for ThoughtSpot, you're going to miss out on these great sessions!



Elevate Provider Network OutcomesOne 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.

OutcomesOne opportunities:

Below are current MTM revenue opportunities available to Elevate Provider Network pharmacies through the OutcomesOne platform as of May 08, 2024:

Total OutcomesOne CMR opportunities as of 05/08/24: **46,326**

Potential revenue for the following CMRs: **\$2,658,165**

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

Contracts

No contract updates this week.

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
DESMOPRESSIN ACETATE 0.2 MG TB	68001057500	05/5/2024	FCHPMCD	Optum Rx
DOXYCYCLINE HYCLATE 20 MG TAB	42806036201	05/5/2024	HA0018	Catamaran
FLUTICASONE PROP 50 MCG SPRAY	60505082901	04/30/2024	DCOM	Catamaran
HAILEY 21 1.5 MG-30 MCG TAB	68462050481	04/30/2024	26NJ	Optum Rx
HYDROCHLOROTHIAZIDE 12.5 MG CP	50228014605	05/5/2024	HA0018	Catamaran
HYDROCODONE-ACETAMIN 7.5-325	00406012401	05/1/2024	SAMCAID	Catamaran
NORTREL 1-35 28 TABLET	00555901058	04/30/2024	01963964	Optum Rx
OFLOXACIN 0.3% EAR DROPS	70756061030	04/30/2024	WALMART	Optum Rx
OXYCODONE HCL (IR) 10 MG TAB	10702005650	04/30/2024	HAC	Catamaran
TESTOSTERONE 1.62% GEL PUMP	69238101302	04/30/2024	SONJCOM	Catamaran

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

Elevate Provider Network

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Elevate Help Desk:

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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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