



RelayRx™ Reimbursement Performance for Community Pharmacies



There is a reason you chose the profession of independent pharmacy.

You are an active member of your community and you strive for healthy and satisfied patients. You need to ensure that your pharmacy business is profitable and operates efficiently to stay competitive, but you are always seeking opportunities to spend more time building relationships with patients in your community.

Partner with RelayHealth Pharmacy Solutions and enjoy accessibility to the nation's most reliable pharmacy connectivity network. We invite you to explore our RelayRx™ Reimbursement Performance program to learn how our solutions can help your pharmacy thrive.

PROTECT MARGINS AND OPTIMIZE REIMBURSEMENT

It is no secret that growing your business is a top priority of any community pharmacy owner. Our program includes an extensive library of high value claims edits designed to protect your margins and optimize your third-party reimbursements.

PROBLEM: MAC Losses

SOLUTION: You already face low reimbursements based on Maximum Allowable Cost (MAC) price lists utilized by PBMs. Our DAW Appropriateness edit identifies claims where you should either switch to a generic drug or change to an appropriate DAW code to avoid unnecessary and costly MAC losses.

Top losses on just 6 claims for a pharmacy not using our DAW edit¹

\$1,070

PROBLEM: DIR Fees

SOLUTION: DIR fees are a major concern for independents in today's pay for performance marketplace. Our DAW Appropriateness edit can help increase your pharmacy's generic dispense rate (GDR), which in turn may help decrease possible DIR clawbacks and improve DIR payments.

PROBLEM: Declining Reimbursements

SOLUTION: AWP Resubmission Services alert you to claims that were paid using outdated average wholesale pricing (AWP) and enable resubmission of these claims for increased reimbursement opportunities.

Average value per resubmitted claim using AWP Resubmission²

\$16.80

DRIVE BETTER PATIENT OUTCOMES

As a community pharmacist, it is important to you to be viewed as an active member of your patients' healthcare team. Your patients trust you to advise them on an appropriate prescription regimen and to help ensure their medications are safe. We all know that better outcomes are important to health plans, your pharmacy and above all your patients.



Pharmacist is **#2** most trusted profession³

PROBLEM: Rising Prescription Drug Costs

SOLUTION: eVoucherRx™ applies electronic coupons toward a patient's out-of-pocket costs on qualified prescriptions, removing cost-prohibitive barriers to filling the patient's prescription.

PROBLEM: Narrow Networks

SOLUTION: eVoucherRx helps drive medication adherence in support of better patient outcomes. Improved medication adherence increases health plan performance on quality measures that drive Star Ratings. Your pharmacy's ability to help improve plan Star Ratings is crucial to staying in-network.

PROBLEM: Ensuring Patient Safety and Wellness

SOLUTION: Our program includes a number of solutions that help ensure medication safety and education. RxSafety Advisor™ provides real-time notifications to reduce risk for look-alike/sound-alike dispensing errors. NotifyRx™ delivers actionable information at the point of dispense, such as drug recalls and safety alerts. REMS (Risk Evaluation and Mitigation Strategies) Services enable compliance with FDA-mandated REMS programs, ensuring your pharmacy can dispense these select medications.

IMPROVE OPERATIONAL EFFICIENCY

Our program is designed to help keep your pharmacy running smoothly, with as little interruption and hassle as possible.

PROBLEM: Cumbersome Prior Authorization Process

SOLUTION: RelayRx™ PriorAuthPlus automates the prior authorization resubmission process from the pharmacists to the prescriber and provides online visibility into the approval process. This means pharmacists spend less time on prior authorization paperwork and more time on other priorities.

FLEXIBILITY AND CHOICE

The freedom to make the best decisions for the vitality of your pharmacy and the community you serve is an important part of what you do each day. You need flexible solutions that will help you successfully confront the top challenges your pharmacy faces in today's complex healthcare environment.

PROBLEM: Restrictive Program Requirements

SOLUTION: Other programs may be more restrictive and inflexible. With our program, your pharmacy will have access to multiple PSAs, buying groups and vendors for the greatest flexibility and the freedom to evaluate and choose the best options for your unique pharmacy.

"I envision RelayHealth as my guardian angel. They're always looking over my shoulder. I can't do without them."

– Stephen Clement, Founder and Owner, Copper Bend Pharmacy

To learn more about how RelayHealth Pharmacy Solutions can help your community pharmacy, please call 800.868.1309 or email pharmacy.connections@relayhealth.com.

1. RelayHealth claims analysis Dec 2015
 2. RelayHealth claims analysis Jan-Dec 2014
 3. Gallup poll 2015