

# INDEPENDENT PHARMACY & MANAGED CARE

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# Objectives

- Introduction to *My Parents' Pharmacy*
- Overview: Short-Term Goals vs Long-Term Goals
- Short-Term Goals:
  - Current State of Affairs
  - Areas for Improvement
  - How to Help the Patient Save Money?
- Long-Term Goals:
  - General Perspective & Approach
  - Process & Clinical Interventions
  - Logistics of Integration into a Managed Care Network
- Summary

# A Short Introduction: My Parents' Pharmacy

- Small, **independent** pharmacy
- Family-oriented, caring, compassionate service
- Located in a clinic predominated by **multi-subspecialty healthcare practitioners** (e.g. family-medicine physicians, pediatricians, a psychiatrist, a cardiologist, etc.)
- About half of our clientele is Armenian



# Overview: Plan of Action

## □ **Short-Term Goals**

- ▣ Continue “business-as-usual”
- ▣ Expand practice to other interventions

## □ **Long-Term Goals**

- ▣ Integration into a managed care network
- ▣ Focus on utilization instead of individual prescriptions

# Short-Term Goals: The Status Quo

- Continue the tradition of **excellent customer service and personalized care**
- We are personally familiar with all of our customers and the medications that they take.
- Do not focus on individual prescription sold; rather focus on the total number sold
- **Trust** is Key!

# Short-Term Goals: Areas for Improvement

- Begin offering **new services**
  - ▣ Vaccinations
  - ▣ Compounding (non-sterile)
  - ▣ Specialty Oral Medications (be on the lookout)
- System and Workflow
  - ▣ Create a more integrated system
  - ▣ Technicians perform typing and filling of prescription
  - ▣ Pharmacist performs:
    - Final Check
    - Medication Therapy Management (*\*more details ahead*)



# Short-Term Goals: Helping the Patient Save Money

- Ensure the patient's medication is on the Formulary
  - ▣ Contact physician personally and substitute to **generic formulary medication**
- Ensure the appropriate Step 1 medication was tried prior to the Step 2 medication if on Step Protocol
  - ▣ Contact physician to switch to Step 1 medication, or request that physician submit appropriate **documentation** to request for Step 2 drug
- Ensure physician submitted **Prior Authorization** if a prescription medication requires it
- Ensure patient receives the appropriate medication in the appropriate class

# Long-Term Goals: Perspectives for the Future

- Independent Pharmacies need to focus on the **big-picture**
- Do not focus on individual prescriptions.
- The goal is to become integrated into an ACO or Medical Home.
- Affordable Care Act (ACA): FFS → **Capitation**
- Independent Pharmacies will be reimbursed based on a **PMPM model** and how well they manage/reduce utilization and avoid unnecessary costs (rather than being paid per Rx)



# Long-Term Goals: Implications of Practicing in Managed Care

- What?
  - ▣ Responsible for a certain number of patients, for which you will be receiving a fixed payment per patient per month (PMPM)
  - ▣ Do **not** want to overspend on resources
- Goals
  - ▣ Provide the most optimal **clinical benefit...**
  - ▣ With the lowest acceptable **risk...**
  - ▣ At the most affordable **price** (to the patient and to you)

# Long-Term Goals: Approach to Managed Care - Categorization

- **Categorize** patients based on their severity of illness, and approach each category differently
  - ▣ Extremely Sick/Comorbid
  - ▣ Sick/Chronic
  - ▣ Healthy
- Different **methods** to categorize patients
  - ▣ Medication Profile Reviews
  - ▣ Target Drug List
  - ▣ Patient Surveys/Questionnaires

# Long-Term Goals: Approach to Managed Care – Intervention

- After categorization of patients, you may begin to treat them accordingly
- Focus on **High Risk** patients especially
- Interventions
  - ▣ Process
  - ▣ Clinical



# Long-Term Goals: Approach to Managed Care – Process Intervention

- Compliance
- Call patient to make sure he has picked up his medications
- Follow up on Refills / **Refill Request** for Physician
- **Refills Too Soon?** Is the patient taking his medications appropriately?
- Understanding of how to take medications. Repeat counseling and have them repeat **directions** back to you
- Pharmacist-Patient **Treatment Contracts**

# Long-Term Goals: Approach to Managed Care – Clinical Intervention

- Preventative Care
  - ▣ Immunizations
- Medication Reconciliation
  - ▣ High Risk Patients
  - ▣ Transitional Care
- Screening Services
  - ▣ Blood Pressure (Hypertension)
  - ▣ Glucose (Diabetes)



# Long-Term Goals: Medication Therapy Management (MTM) - Definition

- A time-sensitive, highly interpersonal interaction between pharmacist and patient
- A big-picture management of a patient's **overall drug regimen**
  - ▣ Drug-drug interactions (Rx and OTC medications)
  - ▣ Patient demographics – age and gender
  - ▣ Health history
  - ▣ Level of compliance

# Long-Term Goals: MTM – Outcomes

- Pharmacist may consult with other healthcare practitioners and even insurance companies
  - A drug may be removed from a patient's medication regimen if deemed unnecessary
  - Adjustments to drugs and/or dosages if potential drug interaction is identified
  - Brand → Generic
  - Rx → OTC
  - Lifestyle Interventions (e.g. diet, exercise, weight-loss, etc.)

# Long-Term Goals: MTM – Implications

- Implications:
  - ▣ **Pharmacists will help the patient and the healthcare system save money.**
  - ▣ Reduction of adverse reactions or side effects → reduction in ER visits, physician office visits, etc.
  - ▣ Reduction in patients' out-of-pocket costs by delaying their entry into the Donut Hole



# Long-Term Goals: MTM – Reimbursement

- The American Medical Association (AMA) provides 3 billing codes that pharmacists may use for face-to-face consultations
- Under ACA, Medicare will be required to pay for these services for eligible patients
- The Hope
  - **Private insurers** will adopt Medicare's reimbursement models
  - Some patients will choose to pay **out-of-pocket** for these services for the benefit they provide

# Long-Term Goals: Opportunities for Integration

## □ Some Questions

- **Where** can I find opportunities for integrating into a managed care setting?
- **How** do you join an ACO or Medical Home?

## □ Opportunities

- Physicians in the Clinic
- Skilled Nursing Facilities & Assisted Living Facilities
- Emergency Department
- Search for potential ACO's or Medical Homes to join

# Long-Term Goals: Integration into Collaborative Practice Agreements

- **Collaborative Practice Agreements (CPAs)**
- Allow a licensed provider to refer patients to a pharmacist and delegate the delivery of clinical services under the provider's supervision
- **Disease management** via a protocol established and allowed by the physician to monitor and modify pharmacotherapy
- Provide **lifestyle counseling** for chronic illness

# Long-Term Goals: Logistics of Integration

- A **separate, private room** with a **waiting/seating area** within the pharmacy for private consultations, MTM services, vaccinations, and health screenings
- **Self query/questionnaire** to be filled out by patient prior to each session in the waiting area
- Specific set of hours (also “prn basis”) devoted each day for **scheduling appointments and following-up** on Prior Authorizations, “Brand-to-Generic” Switches, etc.
- Appointments
  - ▣ **High-Risk Patients**: bi-weekly to monthly
  - ▣ **Moderate-Risk Patients**: monthly
  - ▣ **Low-Risk Patients**: bi-monthly
- **Weekly meetings** with physicians and other healthcare providers to assess status of patients’ therapy

# Summary

- Having a short-term and a long-term plan is important.
- The **short-term plan** includes continuing to offer the same type of personalized and compassionate service while offering new interventions like vaccinations and screening services.
- The **long-term plan** involves integration into a managed care network, where the independent pharmacy must focus on **utilization management**.
- Having a **process and clinical intervention** in place is important in ensuring that the best clinical benefit is offered, with the lowest risk, at the best affordable price.
- The goal is to save the healthcare system money and treat disease in the most clinically-efficacious way possible.

# References

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# Thank you for your Attention!

Any Questions?

