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AmerisourceBergen

Elevate Provider Network Weekly Update

Promoting the value of independent pharmacy patient care

Advocacy

Talk PBM reform with your members of Congress

NCPA, August 16, 2024

There's still time to turn up the heat in the fight to enact PBM reforms this year, and we're asking for your help in our Months of Action campaign. If you complete our interest form, we'll help you invite your members of Congress to visit your pharmacy during their August in-district work period (The October district work period is another option, if they're already booked up this month.)

[Read more](#)

APhA announces campaign to fight harmful practices of PBM's

APhA, August 16, 2024

WASHINGTON, DC – Today, the American Pharmacists Association (APhA) announced the start of a new consumer-focused campaign to end the harmful practices of pharmacy benefit managers (PBMs).

[Read more](#)

Patients have sent 31,000 letters to Congress in Finish the Fight campaign

NCPA, August 20, 2024

PBM reform is vital, and patients and pharmacists are doing their part to push Congress to finally address it. As part of our national Finish the Fight

campaign, over 31,000 letters from patients have been sent to members of Congress, officials, and staff. Legislation to ensure fair and transparent drug pricing in Medicaid managed care programs has bipartisan support in Congress, but we need your help to get it across the finish line.

[Read more](#)

NCPA applauds Harris' focus on PBM reform

NCPA, August 19, 2024

Last week Vice President Kamala Harris announced that if elected as president, she would crack down on "abusive practices by pharmaceutical middlemen who squeeze small pharmacies' profits and raise costs for consumers." In a statement from NCPA, CEO Douglas Hoey said, "We are very pleased that Vice President Harris is focused on the predatory, anticompetitive companies that are driving up the cost of prescription drugs, driving small, independent pharmacies out of business, and restricting health care access for millions of patients."

[Read more](#)

Deadline to opt in/opt out is September 15! Patient Care Services Solutions enrollment

The Outcomes (formerly PrescribeWellness) Patient Engagement Center functionality is shifting to an enrollment model for members. Also, *Good Neighbor Pharmacy* and Elevate Provider Network now have access to an alternative patient care services solution through Enliven Health's Amplicare Clinical Solutions (the program partner for Central Pay). The deadline for opting into either vendor is September 15. After that, all pharmacies that have not responded will lose access to the Patient Engagement Center. They may still enroll in services after that date; however, they will experience downtime that they can avoid by opting in now. **We encourage pharmacies to respond before September 15 to avoid interruptions in services.** *Even if pharmacies decline to participate now, they should still indicate that they are opting out on the enrollment form provided to them on both August 1 and August 15.*

For both the Outcomes and Enliven Health patient care services options, member participation is through **enrollment only** and pharmacies can only choose to enroll into one service at a time. Member cost for either option will be dependent on the upgrade options selected.

Next steps:

- Step 1 - Locate the enrollment form that was sent to August 1 and also on August 15 from elevate@amerisourcebergen.com. For a new enrollment form,

contact the Elevate enrollments team at (888) 880-1388, option 2; or email elevateenrollments@amerisourcebergen.com.

- Step 2 - Select to either opt into or opt out of services with Elevate Provider Network/*Good Neighbor Pharmacy*
- Step 3 – If a vendor has been selected, the vendor will contact the pharmacy to begin the onboarding process and/or to arrange for payment.

More information including discounted pricing can be found below:

[Outcomes](#)

[EnlivenHealth](#)

[Frequently asked questions](#)

EnlivenHealth webinars

EnlivenHealth is offering three free webinars to learn more about Amplicare Clinical Solutions. The webinars are open to anyone wishing to learn more about Amplicare Clinical Solutions. Click the date below to register and join.

- [August 27](#)
- [August 29](#)

Upcoming changes for patient care services communications and mobile app refills

After September 1, 2024, the Safety Net Program (patient refill reminder texts) that is connected to Outcomes (formerly PrescribeWellness) will no longer be available, as we shift to the new patient care services solutions model (see above for additional details). Outbound communications are available when selecting your Patient Service Vendor in Outcomes' Premium (+Vaccines, Clinical and Engagement) and EnlivenHealth's Clinical Plus packages. Elevate Provider Network and *Good Neighbor Pharmacy* members have access to preferred pricing if they enroll through their membership. Please note that the Five-Star Rebate program is still active.

Good Neighbor Pharmacy members using the My GNP mobile app may experience changes to their app refills based on the patient care services package selected. The push to queue feature of the My GNP patient refills mobile app will only be available to pharmacies who enroll in a package through Outcomes. Pharmacies who enroll in a package through EnlivenHealth or opt out of patient care services solutions will receive refills through the My GNP mobile app to their fax machine.

How to Use EnlivenHealth's Scope of Practice Tool

Gold Eneyo, Director - Clinical Pharmacy Services, Cencora

Have you used the Scope of Practice Tool? Thinking about expanding patient care in your pharmacy but unsure where to start? [EnlivenHealth's Scope of Practice Tool & Reimbursement Snapshot](#) is here to help. This tool provides pharmacists with up-to-date information on the clinical services they can offer in their state, categorized by pharmacist authority.

Key Features Include:

- **Simple, Easy-to-Understand Data:** Quickly see which clinical services you can provide in your state.
- **Reimbursement Snapshot:** Get detailed reimbursement information, payer landscape, billing prerequisites, and legislative updates.
- **Expert Management:** EnlivenHealth's pharmacists regularly update the tool with the latest information from national and state pharmacy organizations.

Steps to Use the Tool:

- **Access the Scope of Practice Tool:**
 - Log into the [AB Solutions Portal](#) to access the tool and view the one-pager (see links below).
- **Select Your State:**
 - Choose your state from the dropdown menu to view specific clinical services information.
- **Review Clinical Services:**
 - Quickly see which clinical services you can provide, categorized by direct or delegated authority.
- **Conduct Market Research:**
 - Research which clinical programs should be implemented in your pharmacy based on community needs, reimbursement opportunities, and patient needs.
- **Determine Which Services to Implement:**
 - Select services within your state's scope of practice to implement.
- **Reach out for support**
 - For support in implementing a patient care services solution, reach out to your business coach or contact clinicalsolutions@AmerisourceBergen.com.

By following these steps, you can effectively expand patient care, improve loyalty, and generate additional revenue for your pharmacy.

Overcoming Barriers to Medication Therapy Management

Efficient completion of Medication Therapy Management (MTM) services is vital for pharmacies as it plays a crucial role in enhancing patient safety, optimizing therapy outcomes, promoting medication adherence, facilitating chronic disease management, and improving overall patient health results. However, various obstacles and

misconceptions often hinder pharmacies from effectively delivering MTM services. It is imperative to address the following barriers with your pharmacy team:

1. **Understanding the Value:** Clearly define the value and relevance of participating in MTM services, ensuring that staff members acknowledge its significance. Integrate the value proposition into both the pharmacy's mission statement and job descriptions. Successful implementation hinges on personnel who grasp the importance of MTM and are adaptable to changes beyond their routine responsibilities. Emphasize how completing MTM services benefits both pharmacies and patients.
2. **Time Constraints:** Pharmacists frequently face heavy workloads, making it difficult to allocate adequate time for comprehensive MTM sessions with each patient. Identify a less busy day during the week to conduct MTM sessions efficiently. Utilize technicians to monitor vendor platforms for opportunities, identify patients eligible for MTM, flag them in the pharmacy system, and schedule appointments. On the day of service delivery, technicians can assist in gathering patient information, ensuring pharmacists have all necessary details and paperwork, providing patient resources, and handling documentation post-visit.
3. **Reimbursement Challenges:** Some pharmacies encounter challenges in receiving fair reimbursement for the time and resources invested in offering MTM services, affecting the sustainability of such services. To mitigate this issue, consider leveraging technicians and interns to reduce costs associated with providing MTM services. Implement direct billing for MTM services through platforms like OutcomesOne and OptumRx MedMonitor to enhance reimbursement efficiency and sustain the pharmacy's ability to deliver MTM.
4. **Patient Engagement:** Encouraging active participation from patients in MTM sessions while ensuring their understanding of recommended therapy changes can be demanding. Educate patients on the significance of MTM and what it entails; creative approaches like partial information collection over phone calls can streamline visits while enhancing patient engagement. Flexibility in scheduling appointments can also boost patient buy-in and accessibility.
5. **Staff Training and Resources:** Providing adequate training for pharmacists and staff members on MTM protocols, documentation requirements, and communication skills is essential but may pose challenges concerning time constraints and resource availability. Take advantage of training resources available on platforms like Outcomes MTM and OptumRx MedMonitor; establish a regular training schedule (10-15 minutes weekly) to keep all team members informed about MTM platform updates; explore cost-effective MTM training opportunities offered by state or professional associations.

Elevate Provider Network Members and *Good Neighbor Pharmacies* have access to Outcomes MTM and OptumRx MedMonitor MTM platforms. If you need assistance with implementing your MTM service offerings, please contact your Business Coach or pharmacyperformance@cencora.com.

Pre-order retail items for Valentine's Day on Marketplace

Plan ahead and secure seasonal confections for your front-end, including unique displays! All pre-orders will ship in January 2025 and receive 45-day payment terms from the time they ship. Available for a limited time on Marketplace through 9/1!

[Shop the pre-order](#)

Elevate Provider Network Medication Therapy Management Opportunities

Below are current MTM revenue opportunities available to the Elevate Provider Network pharmacies through the Outcomes and MedMonitor platforms.

OutcomesOne opportunities:

Check the Outcomes Platform for Bonus CMR indicators. Beginning August 26, 2024, any CMR completed for a patient in 34 policies will have a total payment of \$80 (\$60 service fee + \$20 bonus payment). This bonus will apply to CMRs with a completion date (Encounter Date) of 8/26-9/9/24. Aetna MAPD CMR completions provide a \$50 bonus payment in addition to the \$60 CMR service fee for a total payment of \$110.00.

Total OutcomesOne CMR opportunities as of 08/21/24: **29,776**

Potential revenue for the following CMRs: **\$1,714,360**

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

OptumRx MedMonitor MTM opportunities:

Total MTM Opportunities as of 08/12/2024: **14,168**

Potential revenue for MTMs: **\$920,920.00**

Additional information regarding enrollment and support can be found on the [OptumRx Medmonitor MTM portal](#)

Contracts

Contracts Received

1. Navitus - Commercial Vaccine Addendum to include Geisinger Health Plan - 2024-2025 (Re-contract) - Received 8/19/24
2. Navitus - Medicare Part D Vaccine Addendum - 2024-2025 (Re-contract) - Received 8/19/24
3. Pharmpix - GAD Amendment (Re-contract) - Received 8/21/24

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
ARMODAFINIL 250 MG TABLET	65862080730	08/22/2024	RXAETD	Caremark
BUPROPION HCL 75 MG TABLET	68001030800	08/15/2024	UNITEDRX	Optum Rx
DICLOFENAC SOD DR 50 MG TAB	68001028000	08/15/2024	EXCTN	Optum Rx
FUROSEMIDE 20 MG TABLET	69315011610	08/15/2024	HAC	Optum Rx
IVERMECTIN 1% CREAM	45802010284	08/15/2024	HT1LIFE20	Optum Rx
LORAZEPAM 1 MG TABLET	69315090501	08/15/2024	WALMART	Optum Rx
METRONIDAZOLE 500 MG TABLET	68001036500	08/15/2024	USHG	Optum Rx
ROSUVASTATIN CALCIUM 20 MG TAB	27808015701	08/15/2024	RTECH	Optum Rx
TRIAMCINOLONE 0.1% CREAM	52817081154	08/15/2024	FORDCO	Optum Rx
ZOLMITRIPTAN 5 MG ODT	68462050033	08/22/2024	RXAETD	Caremark

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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

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

AB Solutions Portal: <https://absolutions.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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