



Road to the
NCPDP 2019
 Annual Conference
 4th Edition with PharmacyFocus



For our fourth edition of the “Road to the NCPDP 2019 Annual Conference,” we are featuring a conversation with **Mihir Desai, CIO of PharmacyFocus**. We will be discussing how the technology landscape has evolved in the past few years and the impact of PharmacyFocus' Pharmacy Relationship Management (PRM) platform.

What technology solutions have emerged that are innovative or disruptive, and have resulted in changes to the management of pharmacy data?

Starting in 2015, many Pharmacy Benefit Managers (PBMs) and Pharmacy Services Administration Organizations (PSAOs) created and implemented online and offline solutions to collect pharmacy data for the CMS CFR 455 data request, putting a real focus on the data related to pharmacy credentialing. These solutions were either as elaborate as comprehensive online enterprise portals or as simple as online surveys and requests for information via fax. Each solution had its own challenges and Total Cost of Ownership (TCO).

The NCPDP pharmacy profile has always been the foundation of pharmacy credentialing data. In 2016, PharmacyFocus and NCPDP collaborated to create a more comprehensive data set that met most, if not all, of the industry's pharmacy credentialing needs. Approximately 22,000 pharmacies submit changes to their NCPDP pharmacy profile on a monthly basis, including everything from updating expired documents to changes of affiliation or ownership. Due to the very high number of changes per month, it was becoming increasingly unrealistic to expect pharmacies who have kept their NCPDP pharmacy profiles up-to-date to then go and make the same updates in dozens of separate online portals, surveys or faxes. PBMs and PSAOs now leverage their NCPDP pharmacy data subscriptions to lower the TCO and manage more accurate pharmacy data.

PharmacyFocus understands how hard it is to manage a constantly changing pharmacy network. Our goal is to help PBM and PSAO pharmacy

PharmacyFocus Facts:

A leader in the pharmacy industry, standardizing pharmacy enrollment and credentialing activities since the introduction of the industry's first pharmacy credentialing platform in 2006

Organizations who utilize PharmacyFocus' PRM platform:

- Pharmacy Operators
- Drug Wholesalers
- PBMs
- Payers
- Pharmaceutical Manufacturers

More than 25,000 pharmacies log into PharmacyFocus online tools and portals each month

network teams do more with their existing limited resources. We work with pharmacy network teams to quickly build online solutions that leverage their existing investment in pharmacy data sources like NCPDP, as well as their own enterprise data. For example, if a pharmacy is enrolling in a PBM's network, we have worked with that PBM to build a process that utilizes NCPDP's dataQ® and resQ™ data in a real-time to populate more than 70% of the enrollment data request. The other approximately 30% of the PBM's data request is typically proprietary data required by the PBM and can easily be collected when the pharmacy confirms the NCPDP data. This is a significant time savings for both the PBM and the pharmacy, utilizing data that already exists and is vetted. PharmacyFocus estimates a reduction in the time to enroll by 75% and with far fewer data issues or errors.

How does PharmacyFocus work with customers to build technology solutions that enhance their business relationships with pharmacies?

Our approach in bringing technology solutions to customers is to establish our role as a trusted advisor, enhancing business processes and technology applications in areas of the organization that have exposure to their pharmacy network. This includes working closely with customers' IT teams to ensure we leverage their existing technology investments.

PharmacyFocus' expertise is showcased in strategic technology initiatives:

- We have worked with PBMs and PSAsOs since 2006 to build online solutions, with a focus on pharmacy data and pharmacy relationship management.
- We complement existing IT teams, working on pressing technology projects that are important to the organization's business needs, but may not be at the top of the IT team's priority list.
- Everything we build is compliant with the organization's technology standards and IT requirements; we look to be an extension of an organization's IT team.

What types of solutions are you building for customers within your PRM platform?

Our PRM platform performs two critical functions to help make the management of pharmacy data easier: (1) accesses and consolidates multiple data sources in real-time and (2) operationalizes the data for quick and easy implementation into both new and existing workflows/processes. Some of the data sources we find that are common among our customers include NCPDP's dataQ® and resQ™, Glass Box Analytics' Predictive Acquisition Cost (PAC) and the customer's own enterprise data.

PRM solutions we have built and support include:

- Enrollment and credentialing tools
- Client/Plan specific attestations
- Pharmacy invoicing for cash cards, audit fees, 340B

- Secure MAC list publishing to meet state transparency requirements, including the latest in Kentucky
- Pharmacy user authentication
- Pharmacy network communications and document management
- Performance and pricing analytics

A common complaint from pharmacies is that they need to manage too many user accounts when working directly with PBMs and PSAOs to access the various online tools and portals. We understand NCPDP and PharmacyFocus worked together on a solution to this problem.

NCPDP and PharmacyFocus have built a single sign-on (SSO) solution designed to give pharmacies the ability to log into PBM and PSAO online tools and portals using their NCPDP login credentials. For the PBMs and PSAOs, user enrollment and management of thousands of user accounts is time consuming and very expensive. NCPDP's API solutions include a SSO capability that allows PBMs and PSAOs to integrate the NCPDP user id into their user authentication protocols.

The SSO solution works the same as a website that uses a Facebook or Google ID. Once the SSO is implemented on the PBM or PSAO's online tool or portal, NCPDP's user database can serve as the centralized user management system. PharmacyFocus works with customers to setup the configuration and integration, as well as building access controls for different data elements, capabilities and online services. Our goal is to provide a service that allows our customers to focus on the business critical interactions with pharmacies, rather than the tedious task of managing user credentials.

Any closing words?

We are looking forward to the NCPDP 2019 Annual Conference and we welcome anyone who wishes to stop by the PharmacyFocus booth. We will be located in the NCPDP Pavilion. The conference is highlighting companies and technologies that are disrupting the status quo. PharmacyFocus is an experienced solutions company that can help your organization reimagine the way you use pharmacy data!

About PharmacyFocus

PharmacyFocus is an NCPDP preferred technology partner and an NCPDP Elite Partner.

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