



Road to the
NCPDP 2019
 Annual Conference
 2st Edition with MedImpact Healthcare Systems



For our second edition of the “Road to the NCPDP 2019 Annual Conference,” we are featuring a discussion with Ash Yerasi, PharmD, MBA, Vice President Network Strategy, Strategic Finance Operations at MedImpact Healthcare Systems, Inc. We will be exploring how MedImpact leverages technology to better manage internal resources and provide industry-best services to pharmacy partners, plans and members.

At the NCPDP 2018 Annual Conference, MedImpact and NCPDP announced a partnership to develop API for real-time access to NCPDP's pharmacy database products, notably NCPDP's resQ. Can you give us an update on how this partnership has evolved?

Regulatory changes in the industry require companies like MedImpact to collect and maintain more than 400 data fields and dozens of documents for each pharmacy in our network. We reached out to our partner pharmacies and Pharmacy Services Administrative Organizations (PSAOs) to get their input on how best to manage this challenge. Based on feedback from our pharmacy partners and internal stakeholders, MedImpact made significant technology investments designed to create efficiencies in our use of industry data resources like NCPDP's resQ.

MedImpact developed and launched the first industry pharmacy portal that accesses NCPDP's resQ data in real-time as part of our online applications. This enables MedImpact to use all the data and documents uploaded to NCPDP's resQ as part of our enrollment and credentialing processes. It eliminates the need for pharmacy partners to respond to redundant “asks” for this information. The roll out of MedImpact's Pharmacy Portal has been closely coordinated with PSAOs to ensure alignment and that we achieve all expected synergies.

In addition, by integrating with NCPDP's pharmacy permissions model via a single sign-on, MedImpact can validate the identity of pharmacy users and provide pharmacy services tailored to specific pharmacies. Historically, this has been a challenge because it is very difficult to maintain an accurate



MedImpact by the Numbers:

MedImpact provides pharmacy services to **55.6 million total lives**

MedImpact processed **459 million total claims** in 2018

Industry research reveals that every **\$1 invested in pharmacist clinical services results in nearly \$5 in cost savings**

Clients who moved to MedImpact from other PBMs saved an average **\$3.55 PMPM** with our clinical trend management packages in 2018

Network of ~64,000 pharmacies

database when so many pharmacies open and close, change ownership or change affiliation on a monthly basis. For pharmacy users, they can use the same user login credentials to access the MedImpact Pharmacy Portal as they do to update their NCPDP pharmacy profile.

By leveraging industry efforts like NCPDP's resQ, MedImpact eliminated significant ongoing operational and technology costs, and we expect to achieve our goal of helping PSAOs eliminate overhead costs associated with managing member pharmacies in our network.

Greg Watanabe, RPh, MBA, President and Chief Operating Officer, MedImpact and NCPDP Board member, explained that partnerships across the pharmacy supply chain are very important to MedImpact. "They are part of getting the right medications to our members in a timely fashion," Watanabe said. "The participants in an ecosystem that provides access to vital medications should work seamlessly together, focused on the member at the pharmacy counter rather than back-end, redundant or unnecessary data uploads using insufficient technology tools."

What services are provided to pharmacy partners via the new MedImpact Pharmacy Portal?

The MedImpact Pharmacy Portal is designed to make MedImpact network enrollment and credentialing easy and transparent for pharmacy partners and PSAOs. This includes new network enrollment, pharmacy change of ownership and pharmacy change of affiliation. Moreover, working closely with PSAOs, MedImpact can streamline the onboarding process, identify potential issues and help save PSAOs time and money.

Additional MedImpact Pharmacy Portal services include:

- Sharing of Maximum Allowable Cost (MAC) price lists to meet state-specific regulatory requirements for MAC transparency
- Delivery and management of communications related to contracts, plan announcements and MedImpact services
- Enrollment in Electronic Funds Transfer (EFT) programs and access to electronic remittance advice
- Management of invoices and supporting documentation
- Access to the MedNetwork® Performance reporting

You mentioned MedNetwork® Performance and the related reporting to pharmacy partners. What are the benefits to pharmacies, plans and members participating in MedNetwork® Performance?

MedNetwork® Performance is a transparent, high-performance pharmacy product that leverages advanced analytics and reporting that scores pharmacy performance to help guide pharmacies to increase member adherence and maximize quality outcomes for pharmacies, plans and members. The solution features a network of pharmacies interested in providing clinical and consultative services beyond dispensing to maximize

plan value and outcomes while elevating member engagement to improve overall health.

Benefits to both pharmacies and plans include visibility into higher clinical performance across pharmacies, which may lead to favoring certain high-performing pharmacies that can result in better member outcomes. Pharmacies benefit by being in a preferred status based upon adherence measures as well as potential incentive payments made by plans willing to “pay for performance.” Additionally, plans can now compare quality/performance among high-cost providers.

Greater engagement by the pharmacies leads to improved adherence and satisfied members, which also improves pharmacy ratings. High-quality care is driven by the use of performance-based incentives that drive behavior change, clinical value, members' safety and service quality.

Plans also benefit from pharmacy providers being increasingly focused on delivering better quality and financial outcomes, which helps decrease overall healthcare and pharmacy costs as their performance is monitored, with the potential for reward or non-preferred status. Plans can add this flexible high-performance overlay to their existing network composition.

Performance across the product is achieved by:

- Evaluating pharmacies using advanced analytics
- Offering transparency into true pharmacy performance according to key quality and utilization measures
- Comparing pharmacies using data-driven performance data to and amongst peers
- Disclosing performance to plan payers
- Proactive reporting and outreach to pharmacists on nonadherent members to improve health

MedImpact's goal is to enable differentiation for pharmacies and plans in a competitive market by driving high-quality, value-based care through the use of advanced analytics and possible incentives centered around performance to drive positive behavior change to improve member adherence, safety and experience. Our advanced analytics include methodology that parallels CMS. We apply cluster analysis to categorize, similar to Star Rating, and distinguish performance of our networks.

About PharmacyFocus

PharmacyFocus has been a technology provider to MedImpact for over 10 years. PharmacyFocus worked closely with MedImpact to help build the new MedImpact Pharmacy Portal.

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