

Guidance, Growth, and Ongoing Compliance:

A Partnership with Highland Health



Highland Health Providers (Highland), a Federally Qualified Health Center (FQHC), was established in 2015 to support medically underserved communities in central Ohio. They provide child and adult healthcare and OB/GYN services, and in the nine years they've been operational, they've expanded to support 6 clinics in the practice. Their mission is to serve their community, increasing access to clinics that offer safe, exceptional medical care. In 2022, they decided to build an entity-owned pharmacy to support their expanding capacity and improve community access to medication.

FQHC 340B Offers Highland Expert Entity-Owned Pharmacy Services

Highland brought on Lauren Coor, a highly qualified pharmacist with experience at a major retail pharmacy, to serve as the pharmacy manager and set up the pharmacy. She was given a timeline for building an FQHC 340B-compliant pharmacy from the ground up in 12 months and got to work immediately.

Coor knew that her experience as a pharmacist would help her set up the pharmacy's day-to-day operations, but it was her first time establishing a new pharmacy. To ensure she didn't miss any critical details, she toured other local pharmacies to better understand how they were set up.

She mentioned to the pharmacist at one of these local pharmacies that she was considering hiring a consultant for the compliance-related aspects of establishing an entity-owned pharmacy, and she was told about FQHC 340B Compliance.

Knowing that she and Highland's CFO wanted to find expert support for the licensing, contracting, and compliance aspects of establishing the pharmacy, Coor set up an initial meeting with FQHC 340B Compliance to discuss entity-owned pharmacy services.



That initial meeting has led to an ongoing working relationship that has supported Highland through nearly two years of tremendous growth. This partnership has helped Highland more effectively capture claims and expand capacity, all while remaining fully FQHC 340B compliant.

In the time Highland has worked with FQHC 340B Compliance, they have seen:



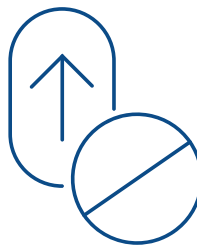
270%

increase in revenue over the first year of business as a pharmacy.



170%

increase in prescriptions filled in the first year.



560%

growth in monthly prescription capacity.

2023

Highland's capture rate doubled from 2023-2024.

2024

Highland was able to establish a prescription-delivery service, expanding access to medication for their patients.

These numbers are a testament to the caliber of service FQHC 340B Compliance offers Highland. In less than two years of operations, Highland has already expanded its internal support for the increased business, adding a part-time pharmacist and more technician staff to sustain this ongoing growth.

Highland made use of FQHC 340B Compliance's expertise from the start, and this growth is the result of the partnership allowing Highland to lay down a strong foundation of solid procedures, policies, and data capture as the pharmacy was established.




FQHC 340B Compliance Helped Highland Start Strong

Highland wanted to work with experts who knew the process for opening an entity-owned pharmacy from start to finish, and they found those experts at FQHC 340B Compliance. Coor was confident in her expertise as a pharmacist, and she found she could confidently entrust the licensing, contracting, and compliance aspects of the pharmacy to the experts at FQHC 340B Compliance.

FQHC 340B Compliance held twice-weekly meetings with Highland before and even a few months after the pharmacy opened to ensure Highland had all the support it needed. They guided various compliance, licensing, and contracting hurdles, helping Highland meet requirements and complete necessary paperwork. They also made themselves available to answer any questions, providing answers as soon as possible so Highland could meet deadlines and avoid issues with compliance.

Highland did not have to dig for information or hope they had the right answer as they established their pharmacy. FQHC 340B Compliance was there every step of the way, offering guidance, pointing out opportunities, and helping catch oversights before they became an issue. Highland opened its pharmacy on time, and operations could begin immediately, thanks largely to FQHC 340B Compliance's help in establishing a 340B-compliant pharmacy from the start.





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Their monthly fee? They can save me [the amount of their monthly fee] in a day.. If it's just one claim that they help me get covered or one issue they help me to make a claim eligible...their knowledge is worth it.

Lauren Coor, Pharmacist at Highland Health

FQHC 340B Expertise Proves its Worth for Highland

Highland initially planned to work with FQHC 340B Compliance until the pharmacy was up and running and then take over operations internally. However, they found that, even after the pharmacy opened, the added value of FQHC 340B Compliance's expertise and guidance was too valuable to let go. The services FQHC 340B Compliance provides on a weekly, monthly, and as-needed basis continue to help Highland operate an effective and efficient pharmacy.

FQHC 340B Compliance shifted from a partner in establishing their entity-owned pharmacy to a partner in managing and reporting on pharmacy data, capturing referrals, managing relationships with contract pharmacies, and serving as a 340B compliance coordinator to ensure overall optimization of the pharmacy operations.



A Surprise Audit Was No Sweat With FQHC 340B Compliance

Within the first four months of business, Highland received its first audit from the Health Resources & Services Administration (HRSA). While HRSA audits are, of course, randomized, it was a surprise to receive one this early in operations. However, the timing of the surprise audit was immaterial; Highland was ready from the start in case of an audit.

Highland had established its claim capture processes, contract pharmacy workflows, and overall pharmacy operations within compliance requirements of 340B because of the expert support from FQHC 340B Compliance. They also had immediate support for the audit. When Highland alerted FQHC 340B Compliance that the audit was happening, the response was immediate, and they had expert guidance throughout the process. Highland passed their audit with flying colors and could go through the process more confidently because they knew they were set up for success through their work with FQHC 340B Compliance.

Weekly Meetings With Their 340B Coordinator Keeps Highland Informed

Highland uses FQHC 340B Compliance as its main 340B coordinator and has weekly meetings with them, during which it receives updates and reports on various aspects of its operations. These calls include reporting that goes far beyond the basic numbers.

As 340B Coordinator, FQHC 340B Compliance analyzes and monitors Highland's operational data to inform them each week where they've grown and where (and how) they can improve their metrics. They let Highland know what locations are performing the best and where they may be missing revenue. Highland also receives weekly updates from FQHC 340B Compliance on vendors like their wholesaler, third-party accounts, referrals, and contract pharmacies to prevent surprises for Highland in their working relationships.

These meetings serve as a space for Highland to request help with policies, procedures, and basic organization, as well as to receive updates on 340B compliance requirements. Whether it's questions on verbiage to meet 340B requirements or requests for data and hot points to cover in presentations to the Highland board, FQHC 340B Compliance is ready to provide expert guidance.



Referral Capture Services Support Pharmacy Savings

The consistent support from FQHC 340B Compliance's team helps Coor remain confident in the pharmacy's ability to capture referrals properly and maximize their savings from the 340B program. She doesn't have to second-guess her judgment on a claim because FQHC 340B Compliance has created a custom claim capture process that takes into account patient eligibility using Highland's unique program needs, 340B requirements, State and Federal regulations, and guidance from the Office of Pharmacy Affairs.

FQHC 340B Compliance takes care of the referral process for Highland, assessing prescriptions and tracking down documentation when needed to ensure a claim is complete. Claims are documented and processed each month, and Highland receives monthly reports as well as suggestions for expanding its capacity to capture referrals. FQHC 340B Compliance doesn't simply manage data and provide reports; it helps Highland maximize its benefits by offering them strategic ideas to expand its abilities.

A New Prescription Delivery Service Highlights Highland's Mission

FQHC 340B Compliance also helped Highland establish a prescription delivery service. In a rural community, delivery services are often severely lacking, so this unique offering to Highland's patient population has greatly benefited. The delivery service is yet another way that the FQHC 340B Compliance partnership has helped Highland expand operations in line with its mission of expanding access to high-quality medical care.



Highland Health
Providers

Highland and FQHC 340B Compliance: an Ongoing Partnership With a Bright Future

Highland has found its work with FQHC 340B Compliance to be an entirely positive experience. FQHC 340B Compliance isn't just a consultant or a reporting firm; it is a partnership that integrates seamlessly into Federally Qualified Health Centers like Highland Health. Highland has found that consistently running major business decisions by FQHC 340B Compliance has supported consistent growth while reducing the stress of remaining compliant. The partnership has helped Highland feel confident about pharmacy operations and eliminates the worry that might come with making choices impacted by FQHC 340B laws and regulations.

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Don't be afraid to ask for help. They're the specialists here, and it will save you time and money if you just go to the source and figure out who knows what they're doing. Yes, we need to teach ourselves, and we need to learn, but if you surround yourself with experts, you're going to learn exponentially faster.

Lauren Coor, Pharmacist at Highland Health

If you're looking for similar support for your FQHC, get in touch today to see how FQHC 340B Compliance can help your Health Center.

Sign up for emails here to keep up with the latest news from FQHC 340B Compliance.