OnePulse connect DISPENSING

Physician Medication In-Office Dispensing Operations & Process Flow

1	**Prescription Routing**	The Rx is written to the MID healthcare practice
2	**Prescription Receipt**	OnePulse Connect instantly receives the Rx through our system at no charge to the practice.
3	**Benefit Investigation & Prior Authorization**	OnePulse Connect manages the complete benefit investigation and prior authorization process- with no hidden fees to the practice.
4	**Profitability Review**	Once the prior authorization is approved, OnePulse Connect analyzes the drug cost versus reimbursement, along with the initial "formulary"- ensuring profitability for the practice.
5	**Drug Procurement**	OnePulse Connect orders the medication from the wholesaler based on the most competitive price.
6	**Delivery & Preparation**	The drug is shipped directly to the practice via FedEx or UPS. MID staff receives the medication, prepares the package and contacts the patient via their preferred communication method for pick up.
7	**Staffing Requirements**	The MID attendant does not need to be a licensed pharmacist but must be qualified (according to State to State Board of Pharmacy regulations) to print and apply labels and maintain proper dispensary documentation, as this operates as a dispensary (not a pharmacy).
8	**Operating Hours**	The practice will determine MID office hours based on patient needs—ranging from three days per week to daily operations.

ELEVATE health technologies

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Comprehensive Setup Services

OnePulse Connect manages all implementation requirements:

- **Provider Credentialing**
  Complete credentialing for MID services
- **Wholesaler Account Establishment**
  Setup and negotiation with pharmaceutical wholesalers
- **PSAO Enrollment**
  Pharmacy Services Administrative Organization enrollment for optimal pricing
- **MID Office Configuration**
  Physical space setup and workflow optimization

End-to-End MID Program Management

Once we receive a prescription, OnePulse Connect seamlessly manages all aspects of the process:

- **Benefits Investigation**
  We verify patient coverage and medication eligibility
- **Prior Authorization**
  We manage all PA requirements and communications with payors
- **Inventory Management**
  We order medications through our proprietary inventory management tool
- **Dispense Scheduling & Patient Education**
  Patient outreach to schedule pick-up of medication and dissemination of patient education/ resources on therapy.
- **Payment Monitoring**
  We track and verify reimbursement from payors
- **Billing & Reconciliation**
  Financial reconciliation, payer reimbursement monitoring and reporting
- **Patient Follow-Ups**
  Ongoing communications ensure patients start and stay on therapy as prescribed