



S&S Drug

Beloit, KS

Located in downtown Beloit, Kansas, S&S Drug has been a pillar of the community for nearly 120 years and an invaluable medical resource for Beloit's population of just over 4,300 people. With nearly a quarter of the population being 65 and older and 60% of S&S Drug's claims going through Medicare Part D, finding the best way to serve the Medicare population became a huge part of their business model. "We started offering Medicare plan comparisons as a way of standing out from the big chains in the area," said Heather Johnson, CEO of S&S Drug.

During an average open enrollment period, Johnson performs around 1,000 plan comparisons (seeing as many as 45 patients a day), and that number is only growing. With the automation features in Medicare Match — like auto medication imports — she can breeze through plan comparisons while still finding the best plans for each patient.

"Looking at plan comparisons is our number one customer retention tool. This is a product I couldn't run my business without. It is an amazing program."

Heather Johnson
Chief Executive Officer, S&S Drug

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Challenge

- Tedious, time-consuming manual plan comparison process
- High out-of-pocket costs for Medicare patients
- Medicare patient population inundated with plan choices

Use Case

- Streamline Plan Comparisons: Simplify the act of comparing Medicare plans for patients
- Win-Win Reporting: Identify plans that reduce patient costs and benefit the pharmacy

Outcomes

- 1,000+ plan comparisons performed per open enrollment period
- 40-45 plan comparisons scheduled per day
- 50-60 additional plan comparison appointments each year
- Positive impact on customer retention