

The image shows a female doctor with blonde hair, wearing a white lab coat over a grey shirt, smiling and pointing at a computer monitor. The monitor displays a medical billing software interface titled 'Refined Summary'. The interface includes several data tables and two pie charts.

Refined Summary

From Re Date: 01/01/2013 To Date: 04/30/2014

Summary Data

Item	Ref Count	Amount	Cover	Total Patients
Cash	12	\$1,361.12	\$1,361.12	4
Medicaid	0	\$0.00	\$0.00	0
Medicare Part B	0	\$0.00	\$0.00	0
Others	44	\$2,763.33	\$2,763.33	14
Total Ref	56	\$4,124.45	\$4,124.45	18

Summary Data (continued)

Item	Ref Count	Amount	Cover	Total Patients
Total Am Expected Amt	5,723.32	Total Cash Refd Amt	\$1,361.12	
Total Orig. Ref	26	Total Refd	20	
Total Refractor	42	Total Comm	14	
Total Refractor	\$5,156.43	Total Comm	\$566.02	
Total Refractor	49	Total Comm	9	
Total Refractor	\$4,505.43	Total Comm	\$276.85	
Average Refractor	3.11			

Summary Data (continued)

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Introduction

Right now, an estimated 4 out of every 10 patients ask their pharmacist about less expensive medication alternatives. As every pharmacist knows, responding to these requests takes valuable time, and often results in delays in patients receiving their medications, and an increased likelihood of non-adherence.

Now though, there is a way to address these concerns quickly and thoroughly. The **Real-Time Prescription Benefit solution by Surescripts®** allows pharmacists immediate visibility into patient medication benefits, along with options for cost-effective therapeutic alternatives. And in the process, pharmacies benefit from improved workflow efficiency.

Arm your team with the tools they need to improve patient outcomes, reduce prescription abandonment, and enhance pharmacy workflows.



What is Real-Time Prescription Benefit?

Real-Time Prescription Benefit provides pharmacists with access to the medication benefit information included in each patient's plan. Direct access to this information allows pharmacy staff to know immediately if a prescribed medication is covered by a patient's plan, thereby eliminating the time-consuming task of manually having to look up this information. Real-Time Prescription Benefit also identifies therapeutic alternatives that are on the patient's plan formulary. With this tool, pharmacists have an efficient new solution for helping patients get the medications they need, at a price they can afford.

Typical Benefits Include:

- 75 percent reduction in staff time spent responding to patient pricing concerns.
- 30 percent improvement in medication adherence rates.
- ½ -star improvement in Medicare Star Ratings.
- Simplified pharmacy-provider-payer communication process.

How it Works

The pharmacist can use Real-Time Prescription Benefit to view data that includes:

- Patient-specific benefit information
- As many as five therapeutic alternatives
- Prior authorization requirements
- Out-of-pocket cost and deductible information
- Fill quantity options

Real-Time Prescription Benefit delivers this information directly from a patient's benefit plan.

Managing Patient Outcomes

Ensuring patients receive their medications on time, and use those drugs as prescribed, is of course a top priority for all pharmacists. PrimeRx™ provides multiple capabilities to facilitate medication adherence. And in the process, pharmacies receive the added benefit of improved Star Rating performance.

Medication Adherence. PrimeRx™ alerts pharmacy staff about patients who have become non-adherent in several ways:

- Through color-coded “flags” that appear when a patient’s record is pulled up.
- Through comprehensive records of each patient’s prescription history.
- Through lists of all lapsed and expired medications.

Once a patient is identified as being non-adherent, PrimeRx™ allows the pharmacy to generate emails and text messages to the patient, with refill reminders. A patient can respond to these alerts with approval to fill the prescription and, if needed, to seek a refill renewal from the prescriber. Subsequent texts/emails let the patient know when the medications are ready for pickup. Records of all patient communications are seamlessly recorded via the system’s “communication manager,” and stored within PrimeRx™.

Key Advantages

With Real-Time Prescription Benefit, pharmacies can:

- Use the RelayHealth messaging portal for efficient communication between plans and prescribers. Communications can be initiated with a simple button push from the PrimeRx™ screen, thereby saving time and adding efficiency to pharmacist-payer-prescriber authorization processes.
- Reduce instances of medication abandonment by offering affordable alternatives.
- Improve pharmacy workflow.
- Reduce – even eliminate – the need to reverse and rebill by intervening at the onset of the prescription filling process.
- Increase first-fill compliance.
- Improve pharmacy payer compliance and reduce DIR fees.
- Improve provider communication for prior authorization and change Rx requests.

Since medication cost is a top reason for medication non-adherence, PrimeRx™ allows pharmacists to address the issue of affordability. Pharmacists have the option to integrate directly with the [Real-Time Prescription Benefit by Surescripts](#) solution. This interface allows real-time access to each patient's formulary. With this access, pharmacists can ensure a prescribed medication is covered by a patient's plan and determine the patient's co-pay and out-of-pocket costs. If the drug is either not covered, or unaffordable, the solution will suggest alternative medications that are included on the patient's formulary.

Medication Therapy Management. “Too many prescriptions to manage,” is another leading reason for patient non-adherence. PrimeRx™ allows pharmacists to address this problem by syncing all refills, as a way to minimize the number of trips a patient needs to make to the pharmacy. Key functionalities include:

- A pharmacist can select medications to be synced from within a patient's record. The pharmacist has the option to limit synced prescriptions to maintenance medications only, or to allow all medications.
- The pharmacist selects the date on which all medications will be ready for pickup and establishes a recurring schedule. While the default is set for 30-day intervals, the pharmacist has the option to override that date, if a 60-or-90-day interval is preferred.
- The system also accommodates the need for “short refills.” This occurs when a medication with a shorter refill window, 14 days for example, is synced with a patient's overall management plan.

According to an analysis of NCPA data by [HealthMart](#), medication synchronization not only benefits patients, but can also improve pharmacy revenue. “Patients in one medication synchronization

program averaged more than 100 additional days on therapy than those not in the medication synchronization program,” the analysis noted, “meaning 3.4 more 30-day refills for each of the patient's medications.” This meant a pharmacy with 100 patients in synchronization programs “could add \$112,000 in revenue and \$25,000 in gross margin annually.” This is the result of an expected increase of 20 additional refills per patient per year.

Measuring Performance and Improving Star Ratings

Patient adherence and refill rates are among the metrics used in assessing pharmacy performance in [Medicare Star Ratings](#) categories. Since plans want to partner with pharmacies that prioritize Star-related criteria, pharmacies have a financial interest in monitoring their performance in all Star-related categories.



Specifically, pharmacists closely monitor their Medication Percentage Ratio (MPR) along with their Proportion of Days Covered (PDC) ratio. The measurements indicate the degree to which patients have medications available and are commonly used by pharmacies to report adherence information to various health plans. According to [FDS Amplicare](#):

- MPR is calculated by dividing the sum of the days' supply for all fills of a drug in a particular period divided by the number of days in that period.
- PDC refers to the number of days a patient is covered by a given medication, divided by the total days in a specific period.
 - A patient is considered adherent if [80 percent](#) of days are covered.

PrimeRx™ automatically calculates PDC and MPR ratios. This information appears in chart format for each patient, and identifies medications in need of refilling, or that have expired. This information is also accessible at the pharmacy level, so a pharmacist can have real-time visibility into overall pharmacy performance.

Improved PDC and MPR values can help improve pharmacy performance. This in turn leads to favorable benefits that include:

- Increased reimbursement rates.
- Designation by plans as a “preferred pharmacy.”
- Reduced DIR fees.



Enroll Now!

Have questions or ready to enroll in the PrimeRx™ interface for Real-Time Prescription Benefit by Surescripts®? Email Micro Merchant Systems at sales@micromerchantsystems.com for pricing and activation.

Micro Merchant Systems

“Software Without Limits”

We are a market leader in the pharmacy software industry with pharmacy management systems installed in pharmacies nationwide.

With almost 30 years of experience, we understand the changing dynamics of the pharmacy system industry better than our competitors, and the critical role of technology in adapting to those changes.

Our company motto, “Software without Limits,” is testament to our commitment to continual improvement and innovation. Your pharmacy’s technology system is only as good as its next upgrade.

Our customers trust us to provide the technology pharmacy solutions that meet their unique pharmacy software needs. And our customers know they can rely on our superior customer service to provide immediate assistance when needed.

For more information

Micro Merchant Systems, Inc.

866.495.3999

516.408.3999

sales@micromerchantsystems.com

www.micromerchantsystems.com