

TIPS TO TREAT THE DIR HANGOVER: WHAT CAN YOU DO AS AN OWNER?

Tips provided by Tadrus Advisory Group, LLC

MODIFY YOUR WORKFLOW TO ACCOMMODATE LOWEST NET PAYMENT

- Your “worst case scenario” payment is what will be paid at the point of sale.
- This DIR transparency will allow you to make real-time business decisions on a script-by-script basis.
- Purchase evaluation, therapeutic substitution opportunity, split combination products, etc.
- Real-time data should enable you to determine if a win-win situation is available for the patient and provider.

BEST PRACTICES

- Scale medication synchronization
- Centralize operations and inventory
- Optimize your buy plan
- Optimize work schedules/wages
- Reprice vials, labels, and other office supplies
- Measure billable services plus prescriptions
- Scale current and seek out new non-dispensing revenue
- Assess automation and technology
- Partner with colleagues to “share” experiences

LINE OF BUSINESS ACCOUNTING

- Break out income and expenses
 - Retail
 - DME
 - LTC
 - 340B
 - Clinical
 - CPESN® Health Equity
- Accountants and bookkeepers are key
- Report key metrics to store level

HEALTH EQUITY INITIATIVES

- Employ community health workers and licensed practical nurses
- Hire a population health pharmacist.
- CPESN Health Equity

MAXIMIZATION OF PATIENT REVENUE

- Identify per-patient, per-book of business and per-payer/group.
- Quantify the potential value vs. current value.
- Target engagements to capture dollars through scripted interactions.
- Raise the percentage of business under med sync target.
- Identify your highest payers and highest-risk individuals.

DATA MINING

- Inspect claims data for clues about potential DIRs.
 - Message fields returned on paid claims
 - Codified fields in the paid claim response file
- Export data/pull additional sources/analyze
 - Across locations
 - Contracting scenarios
 - Patient risk types
- CPESN BI (Business Intelligence) can help you access analytics to inform your decision-making and future plans.

SCALE CLINICAL INITIATIVES

- Utilize CPESN Big Tree as a special-purpose network; Big Tree Medical provides pharmacy-integrated direct primary care within the pharmacy footprint.
 - Co-located direct primary care clinics
- Screen all patients for immunizations.
- Look at your prescriptive authorities and standing protocols in your state.
- Opioid safety
 - DisposeRx Products/Narcan nasal spray
 - RIOSORD evaluations/CPESN Service Sets
- MTM programs/DME programs
- IM and SC injections