

Connecting Health Plan Care Managers with a Network of Enhanced Services Community Pharmacies: A Pennsylvania Case Study

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Community Pharmacy Enhanced Service Network (CPESN®)

CPESN USA is an **accountable pharmacy organization** that aggregates regional enhanced services pharmacy networks from across the country to act as a single clinically integrated network. CPESN pharmacies have **strong relationships with the patient** and members of the patient's local care team and are focused on shifting their business models from an over-reliance on filling prescriptions towards incorporating more direct patient-care services.

CPESN pharmacies must include **face-to-face access to a pharmacist** and provide a core set of ENHANCED services:

- Medication reconciliation
- Clinical medication synchronization
- Immunizations
- Comprehensive medication reviews
- Provision of an up to date medication list

CPESN USA, as a clinically integrated network, allows for moving from "volume" to "value" by serving as a unified network of practitioners driven to improve patient care which:

- Is differentiated by cost and quality, and is professionally managed
- Allows for collaboration between separate businesses to achieve goals
- Enables population management through protocols and measures
- Enhances ability to manage and engage in alternative payment models

Currently almost 2,500 pharmacies across 47 regional networks in 44 states are participating in this movement



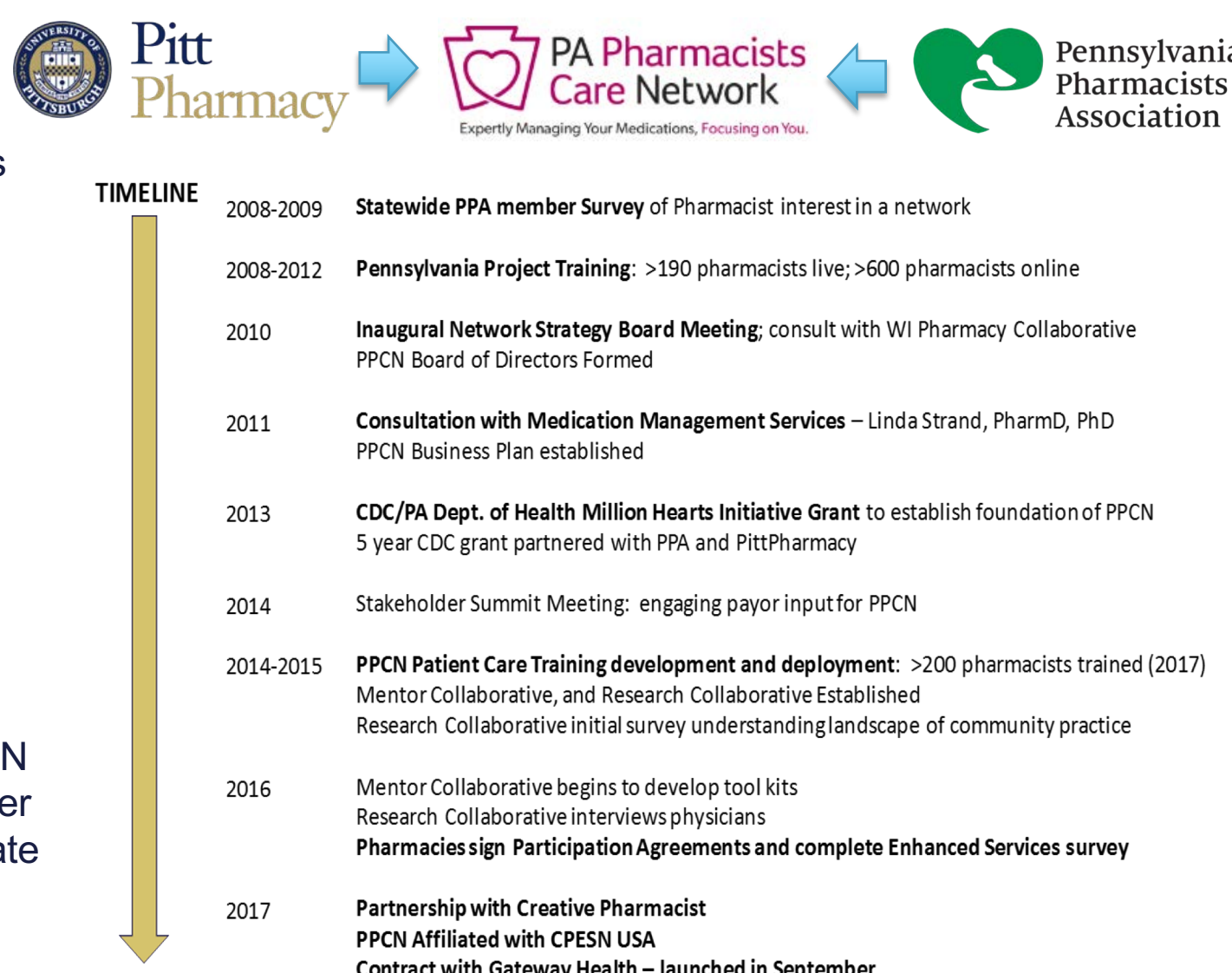
Pennsylvania Pharmacists Care Network (PPCN)

Our Vision: Pharmacists and pharmacies will be leaders in the promotion of healthy communities through innovations in health and pharmacy care.

Our Mission: To enable and support the delivery of quality pharmacy care and outcomes in collaboration with patients, practitioners and stakeholders involved in a patient's care.

Quick Stats:

- PPCN is the 3rd largest CPESN in the country, representing over 150 pharmacies across the state
- Currently executing its 3rd contract with a PA Medicaid health plan



PPCN Structure and Operations

- Separate, wholly owned subsidiary of the Pennsylvania Pharmacists Association (PPA)
- Board of Directors includes representatives from PPA, community pharmacy owners, and academia
- Pharmacist "luminaries" provide support to network pharmacists and facilitate in pharmacy recruitment
- In collaboration with the University of Pittsburgh, School of Pharmacy, daily network operations are managed by the PPCN Executive Director and leadership team, governed by the PPCN Board of Directors and with insight from the PPCN "luminaries".
- PPA Mentor and Research Collaboratives guide training and research initiatives.



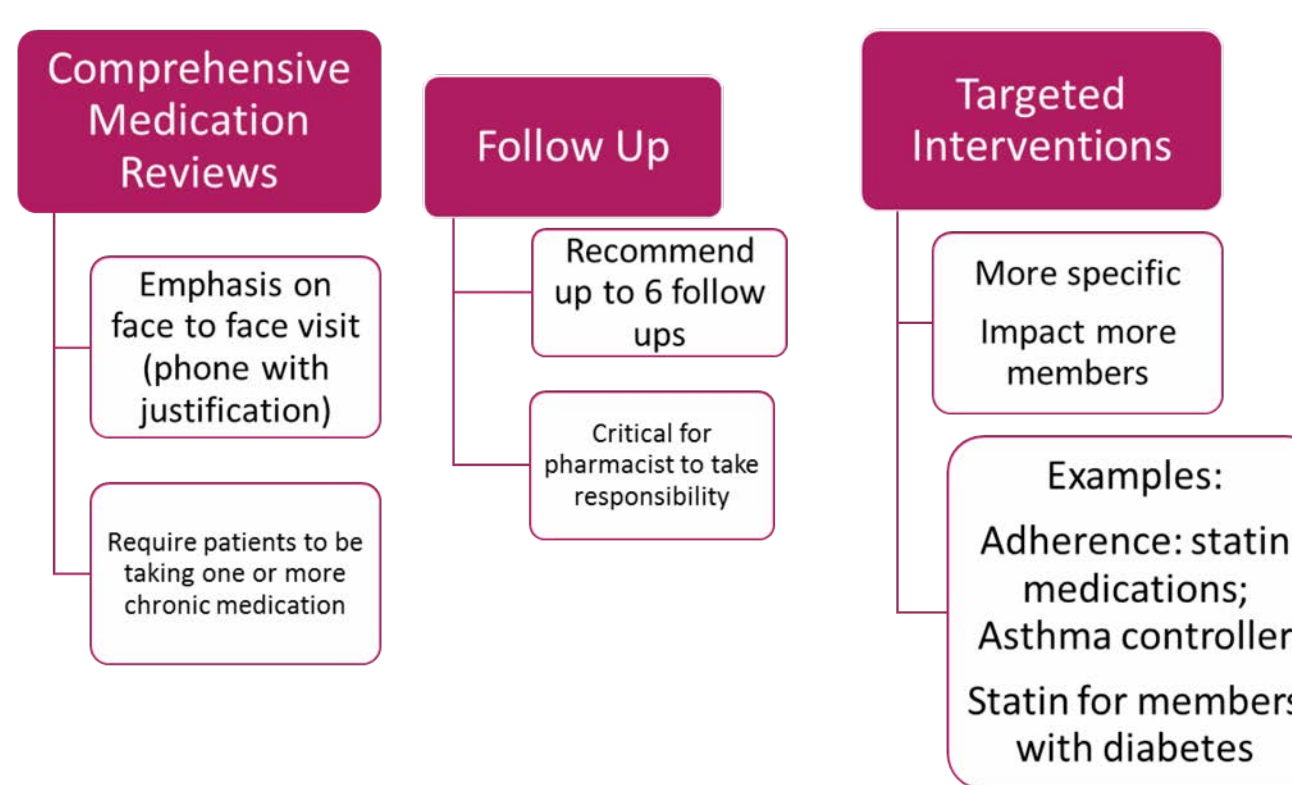
- Collaboration with STRAND Clinical Technologies for documentation and billing of care.
- Data gathered on twice-monthly telephone calls with pharmacists, performed by the QI Team at the University of Pittsburgh School of Pharmacy
 - All calls provide ongoing feedback to PPCN pharmacists in real time
- Twice monthly "Coffee and Conversation" webinars are held to support PPCN pharmacies, share success stories, and problem-solve.
- Engagement reports are monitored on a weekly basis by PPCN
- Quality reports are monitored monthly in conjunction with STRAND
- Assembling and maintaining the collective readiness of pharmacies allows insight into what has helped pharmacies be successful as well as early identification of areas of need/improvement.

PPCN Training → a Critical Tool for Quality Assurance

Health care payers want assurances that the delivery of this care is systematic, consistent, and qualitative. Delivering Enhanced Patient Care prepares pharmacists to perform on this promise of quality in the provision of direct patient care and management. The PPCN training program is a critical component of PPCN's robust and comprehensive quality assurance plan.

History: working with health plan care managers

PPCN is contracted with a Medicaid MCO health plan for pharmacists to provide direct patient care to their members:



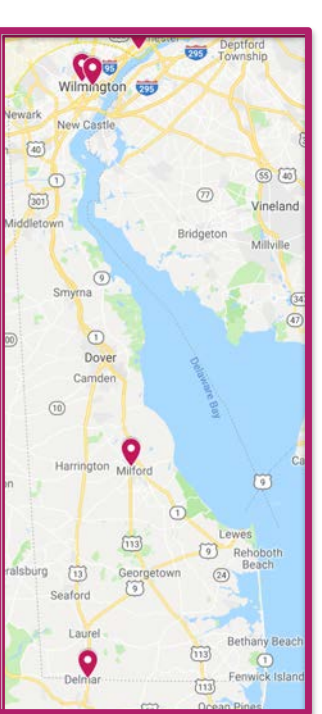
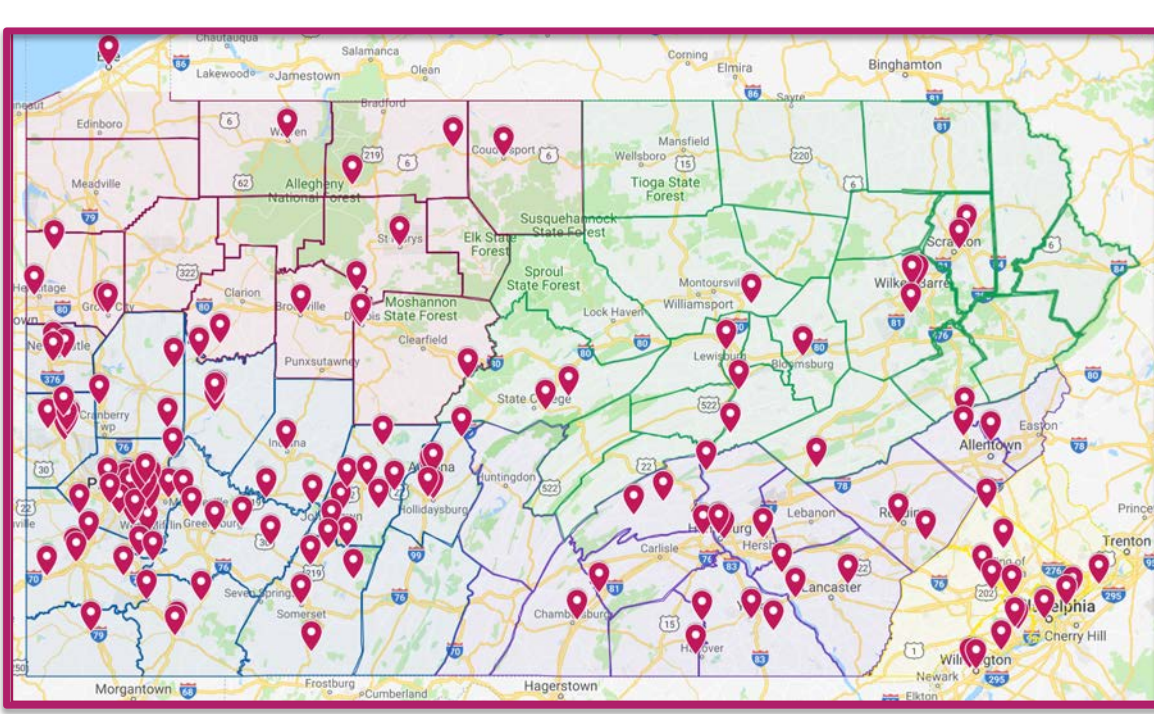
- Through this partnership, PPCN has established a relationship with the health plan care management team for **bi-directional education and referrals**
- Health plan care management has provided one training for PPCN pharmacists on the role of care managers in a health plan, resources they provide, and how to refer a patient to them
- PPCN has provided five trainings for the health plan's care managers and supervisors, which impacts up to 150 health plan employees each meeting
- From March to August 2019, health plan care managers **have made 30 referrals to PPCN pharmacies** for the enhanced services they provide

Common reasons for referral to a PPCN pharmacy:

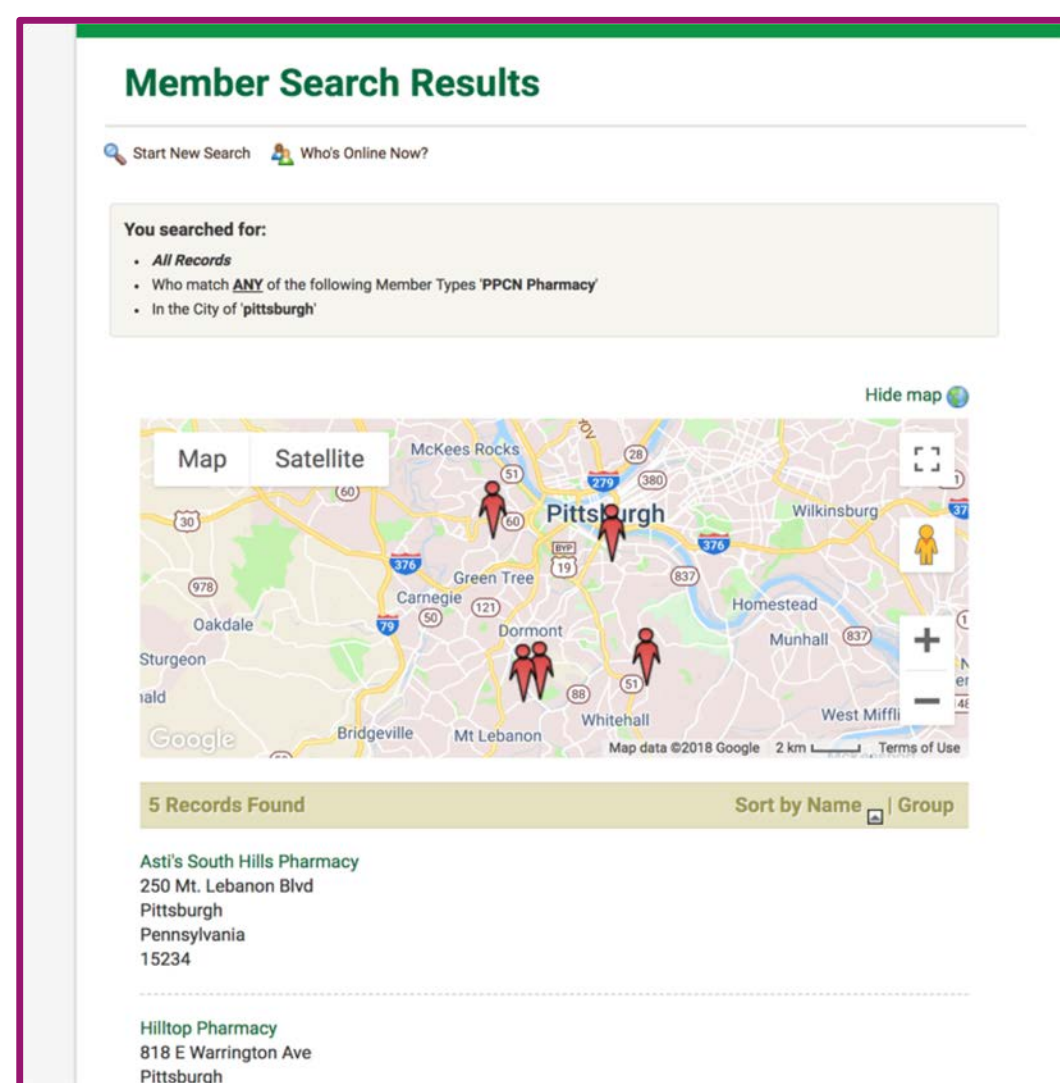
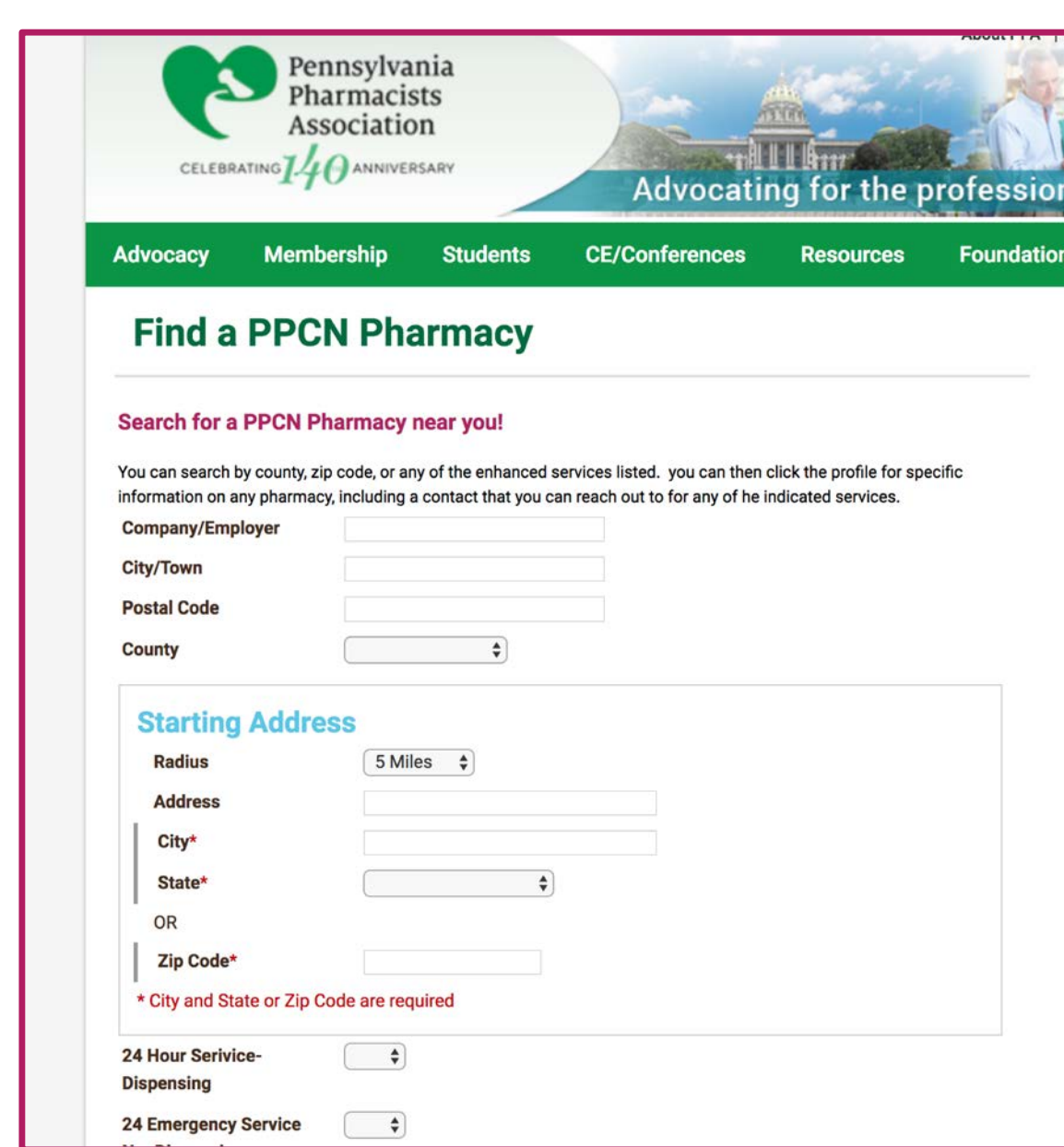
- Adherence packaging
- Home hand delivery
- Medication synchronization
- Overall medication management and prescription assistance

How Health Plan Care Managers Find a PPCN Pharmacy

- Health plan care managers can **find a PPCN pharmacy** through the PPCN online Pharmacy Locator. They may search by geographic area and service provided.
- The Pharmacy Locator site also provides the contact information for the referral contact (often times the owner) at each pharmacy.
- ★ Having a single point of contact at each pharmacy, who is already familiar with the program, has been a key driver of successful care manager → pharmacy interactions.



Scanning the QR code will take you to the Pharmacy Locator website



Bi-Directional Collaboration: examples from the field

Reason for Referral: Member in need of pain medication post surgery

Encounter Summary: Member was referred to PPCN pharmacy for home delivery of a pain medication post surgery. Member had prescription for pain medication but could not bring it to the pharmacy to be filled, so was taking a potentially harmful dose of Tylenol. Care manager referred member to PPCN pharmacy who had a delivery driver pick up the prescription, fill the medication at the pharmacy, and deliver it to the member. This likely saved an emergency department visit for the member, and significantly improved their quality of life.

Reason for Referral: Home Delivery and Compliance Packaging

Encounter Summary: Member was referred by a care manager to a PPCN pharmacy for home delivery and compliance packaging. Member was Spanish speaking only and home bound. The pharmacist delivered the member's medications and used a live translation service via speaker phone. The pharmacist set up home delivery and organized the member's medications in compliance packaging.

Reason for Referral: Member in need of substance abuse and prenatal care

Encounter Summary: PPCN pharmacist identified that a pregnant member has substance abuse concerns. Pharmacist engaged care manager to reach out to member with current phone number to connect her with covered health plan resources to get assistance for prenatal care and substance abuse disorder.

Reason for Referral: Member in need of PCP

Encounter Summary: PPCN pharmacist discovered that member did not have a primary care provider when trying to refill medications for chronic health conditions and all requests were denied by previous prescribers. PPCN pharmacist asked to take the member's blood pressure and weight to assess his health, but was denied. Pharmacist provided care manager with member's current phone number to connect member with a primary care provider.

These 4 examples highlight the resources provided by local, community PPCN pharmacies. Case examples were self-reported by pharmacists and collected in collaboration with the PPCN Quality Engagement Team at Pitt Pharmacy from 2018-2019.

These patient cases were collected by: Pitt Pharmacy

Observations and Future Directions

- PPCN pharmacies have been able to successfully collaborate, bi-directionally, with health plan care managers to improve patient health and enable appropriate utilization of healthcare resources
- To build off of our early success, additional systems and tracking capabilities are being explored related to the following:
 - Bi-directional tracking of referrals
 - Care managers to pharmacists
 - Pharmacists to care managers
 - Delivery drivers as community health workers
 - Drug class specific interventions (ex. a focus on opioids)
 - Disease state specific interventions (ex. a focus on asthma or type 2 diabetes)
 - Formal interventions focused on dialing patients back into the services/resources offered by health plans
- PPCN is actively discussing collaborations with multiple health plans, public health entities, and healthcare consultant companies

Acknowledgements

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