

CASE STUDY

A & S Drugs

Overview

PHARMACY

A & S Drugs

LOCATION

Pipestone, Minnesota

CHALLENGE

Optum Rx audit of 48 claims over a span of two years, totaling more than \$64,000 in potential recoupment

SOLUTION

RxProtect

About A & S Drugs

A & S Drugs is a family-owned business that has been serving Pipestone and surrounding communities across Southwest Minnesota since 1951. In addition to dispensing, its staff provides vaccinations, Medicare Part D consulting, compounding services, durable medical equipment sales, and free delivery services. Pharmacy staff also work with local assisted living facilities to coordinate patient prescriptions.



Challenge

A & S Drugs was notified by Optum Rx that it was being audited for 48 claims dating back nearly two years. The audit mainly targeted high-cost medications, including:

- Brilinta
- Dexcom G7 Sensor
- Eliquis
- Humalog
- Insulin Lispro
- Invokana
- Januvia
- Jardiance
- Linzess
- Mounjaro
- Myrbetriq
- Ozempic
- Potassium 10meq tabs
- Restasis
- Rexulti
- Toujeo Max
- Trulicity
- Xarelto

Optum Rx required a 30-day turnaround for A & S Drugs to submit the requested information. With a potential total recoupment of \$64,739, Norberg knew his pharmacy needed guidance from a trusted source with deep knowledge of the audit process and a consistent track record of minimizing the impact of recoupments.

*"Everyone makes mistakes. Prior to using RxProtect, I was relying on myself and another pharmacist to review claims on top of our regular daily workload. **RxProtect backs us up to prevent us from missing something serious and expensive.**"*

—Jay Norberg, RPh



Solution

As a long-time user of RxProtect, Norberg knew contacting the RxProtect team was the right move for his pharmacy. He reached out immediately to AlignRx to advise him on how to proceed with the audit. Within a few days, Norberg received a report from AlignRx containing recommendations on how to address every claim noted in the audit in order to best protect his pharmacy. Recommendations detailed the claims to be documented with hard copies, pinpointing the specifics Optum Rx was looking for in the audit. The report also provided guidance on how to avoid potential claim issues in the future.

A & S Drugs followed the RxProtect team's advice and confidently submitted all information to Optum Rx by the due date.

"Thankfully, we do not get many audits and have not had any significant recoupments. RxProtect sends me email notices telling me of scripts that have been filled—even with me not being in the pharmacy—to review and make sure every 'i' is dotted and 't' is crossed to prevent issues in the future. RxProtect is another set of eyes to review audits before audit responses are sent in to the PBM."

—Jay Norberg, RPh

Impact

Within a few weeks, Norberg received the audit results. He was both relieved and thrilled that Optum Rx's findings resulted in a total recoupment of \$0—with no discrepancies found on the 48 claims reviewed.

Norberg says that since enrolling in RxProtect in 2011, his pharmacy has had few audits and minimal recoupments. He and his team regularly use RxProtect's weekly high-risk audit report, which flags claims a PBM may target for an audit. The report advises A & S Drugs on how it can reduce its audit risk. He appreciates the RxProtect team's proactiveness in helping his pharmacy prevent future discrepancies to further protect his business.



About RxProtect

RxProtect offers a full suite of audit services designed not only to identify and reduce a pharmacy's audit risk but also to diminish the impact of unjustified recoupments. PBM audits are often time-consuming with the potential to threaten a pharmacy's bottom line.

RxProtect's team of certified pharmacy technicians understand what to do before, during, and after an audit. Plus, they outline preventative measures to protect your pharmacy against future audits.

How RxProtect Safeguards Your Pharmacy

- Weekly customized high-risk audit reports that identify high-risk audit items that may be a red flag for PBMs ([view a sample report](#))
- Audit and appeal preparation for on-site audits, masked bundle audits, and hard copy audits
- Education and training for pharmacy staff on best practices and audit prevention
- Customized audit response strategies based on detailed documentation reviews that identify recovery risk and ensure 100% documentation compliance
- On-site audit assistance on location at your pharmacy (fees apply)
- Billing and dosing guides to eliminate guesswork in complex calculations—ensuring accuracy from the start
- Quarterly newsletters that deliver the latest PBM audit trends and crucial compliance tips

**Learn more about AlignRx
and how you can save time
and money with RxProtect.**

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