

CASE STUDY

Premier Pharmacy Services

Overview

PHARMACY

Premier Pharmacy Services

LOCATION

Millersburg, Ohio

CHALLENGE

Optum Rx audit of 40 claims spanning nearly two years and totaling \$80,000 in potential recoupment

SOLUTION

RxProtect

About Premier Pharmacy Services

Premier Pharmacy Services is an independently owned retail pharmacy in the heart of Amish country in northeastern Ohio and has three locations across two counties. Its mission is to provide pharmacy services to rural, underserved communities. Premier Pharmacy Services offers compounding, long-term care pharmacy, immunizations, medication therapy management, and medication synchronization.



Challenge

Optum Rx was auditing Premier Pharmacy Services' 40 claims dating back nearly two years. Most of the claims were for medications retailing at more than \$1,000 each—such as insulins, Ozempic®, Trulicity®, and Humira®—with a potential total recoupment of \$80,000.

Optum Rx required Premier Pharmacy Services to submit requested information within 30 days. Pharmacist-in-charge Joanna Troyer, PharmD, RPh, first instructed her pharmacy team to gather the information for her review. The process consumed much of her and her staff's time—about two weeks, nearly half the time allotted by the PBM to respond to the audit.

With a tight deadline and \$80,000 on the line, it was apparent Premier Pharmacy Services needed a source that could quickly facilitate a response to Optum Rx and ultimately minimize the total recoupment.

"As with every pharmacy, one of our biggest challenges is simply finding the time to get everything done. It took quite a bit of extra time to prepare and review for this audit on our own.

The RxProtect team was able to review everything in a fraction of the time and find potential issues that we had not considered. AlignRx made it easy to update those details before submitting everything to Optum Rx. The guidance the team provided has helped improve our documentation procedures overall so we will be better prepared for another audit."

—Joanna Troyer, PharmD, RPh



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Premier Pharmacy Services had previously enrolled in RxProtect to help safeguard its business in the event this type of audit occurred. Troyer contacted the RxProtect team and sent the information her pharmacy staff had compiled. Within a few days, she received a report from AlignRx detailing each prescription and refill with suggestions on how to protect her pharmacy on every claim in the audit—including potential issues her team had not considered. Premier Pharmacy Services made the necessary updates to its records per the RxProtect team's advice and was able to confidently submit the information to Optum Rx on time.

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Troyer received the audit results a few weeks later and was pleased and relieved that Optum Rx's findings resulted in a total recoupment of \$0. The PBM found no discrepancies on any of the 40 prescriptions it reviewed. Additionally, Troyer's pharmacy staff improved its documentation procedures by implementing the RxProtect team's recommendations, thereby minimizing future audit risks. Troyer also receives a weekly high-risk audit report that flags claims a PBM may target for an audit and advises on how to reduce her pharmacy's audit risk, further protecting her business.

"I was most impressed with the thoroughness of the audit review report sent to me by the RxProtect team."

When I asked them to review the information we gathered, I was expecting just a general list of tips and things to consider before making our final submission.

Within two days, I received a spreadsheet detailing every prescription and every refill with suggestions to protect us on our claims. This made it very easy to make those necessary updates. It also gave me great peace of mind knowing the RxProtect team had our back if a discrepancy was found we would need to dispute."

—Joanna Troyer, PharmD, RPh



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.**

**844-ALIGNRX (844-254-4679), option 6
sales@alignrx.org | AlignRx.org**

