



## Work that matters

- 11M interactions annually on behalf of 1.5M patients, 1.6M provider/patient advocates and 600,000 pharmacies
- 20M claims processed annually with 99.9% accuracy rate
- More than 1M REMS registrations processed annually
- 5M PAP inquiries handled annually
- 36M images produced annually in our Digital Print Center
- 3M inbound/outbound faxes processed annually
- 100,000 call per hour capacity

### **McKesson Specialty Care Solutions Reimbursement and Access Services**

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## **McKesson Specialty Care Solutions**

Reimbursement and Access Services

## Solution Center



### Facility facts

- Located in Scottsdale, AZ, the 85,000 sq. ft. facility is served by an excellent public transportation network with easy access to Sky Harbor International Airport
- State of AZ Licensed Non-Dispensing Pharmacy (NDP) provides end-to-end prescription support.
- Physical and logical security to protect staff, assets, data and information.
- Tiered data architecture with a point of presence hardened Tier IV on-site data center

## McKesson Specialty Care Solutions

Reimbursement and Access Services  
Solution Center

The Solution Center provides a single gateway to reimbursement hotlines, REMS solutions, patient assistance programs, managed distribution support and much more. It consistently delivers exceptional support to patients and providers while acting as the first line of interaction for manufacturers.

### An extension of your team.

We hire and train the best and brightest associates to ensure calls are handled with professionalism and compassion right from the start. Solution Center associates work in ergonomically-advanced workstations with dual-noise suppression systems that create a positive environment for the associate and caller. Our associate training programs are delivered in classrooms with comprehensive curriculum, subject matter expert content developers and professional trainers. The result is high satisfaction for callers, manufacturers and associates.

### Maximized IT efficiencies drive business results.

Quality is integrated into the infrastructure of the Solution Center. From our Aspect telecommunications platform to Computer Telephony Integration (CTI), and a Verint® quality management system delivering 100% recording capacity, best-in class technology is leveraged to provide the best call experience. Our Workforce Management system ensures forecasting accuracy, maximizes scheduling and deploys real-time workload management to ensure resources are optimized. This extends efficiencies and savings on to our customers.

### Operational excellence in action.

Operational Excellence is a cornerstone of the Solution Center. Six Sigma methodologies drive the implementation and operation of the programs, patient communications, and fulfillment that we conduct on behalf of manufacturers. McKesson's I. C.A.R.E. shared principals of Integrity, Customer-First, Accountability, Respect and Excellence are also a cornerstone of our culture and serve as our decision-making guideposts.



### Your success is ours.

We look forward to partnering with you in a shared goal to deliver excellent service that positively impacts patients' lives. Visit [mckesson.com/specialtymanufacturers](https://mckesson.com/specialtymanufacturers) for more information about our solutions.