Data-driven projections and exceptional customer service help recoup substantial PAP dollars

**Situation**
A large not-for-profit health system in Houston, Texas, was using another distributor to help capture its indigent care costs. Annually, the distributor recovered $500K in pharmaceuticals, provided an on-site employee to manage the program, and estimated the maximum return at the current rate. With an appetite for innovation and increasing revenue, and a desire for stronger customer service, the health system wanted to explore other options to maximize its PAP recovery.

**Customer Profile**
- Serving Houston, Texas
- 10 facilities

**Impact That Counts**
- $3M in drug spend savings in first two years
- 280% average annual revenue increase over previous distributor’s projection
- 1,540 patients assisted
- 420% average ROI since program launch

280% average annual revenue increase over previous distributor’s projection
The health system chose McKesson RxO™ PAP Recovery solution to meet its growing needs. McKesson’s experts projected that they could help the health system significantly increase its savings. Additionally, McKesson offered a dedicated on-site manager with exceptional knowledge and expertise, who met with the pharmacy staff at all 10 campuses and quickly got the program up and running seamlessly.

**Results**

The winning combination of data-driven projections and hands-on customer service enabled PAP Recovery to recover $3M since the program launch, a 280% average annual increase in savings. In addition, the health system determined that McKesson’s PAP Recovery brought in a higher volume and more diverse set of pharmaceuticals than its current distributor. Since McKesson outperformed the original distributor’s projections at such a successful rate, the PAP Recovery solution is now rolled out to each new site the health system acquires.

McKesson RxO drove an increased savings each year, saving $1.2M in Year 1 and $1.7M in Year 2.

**Need help managing your PAP program?**

To find out how McKesson can help you achieve impact that counts, contact your representative today.

This case study is for informational purposes only. The results of this case study depend on a variety of factors that are unique to this health system. There is no guarantee that your results will be similar to this case study. Each party’s results will depend on the factors of its business. The success in this case study cannot be used as an indication of future success with these programs. ©2017 McKesson Corporation. All rights reserved. MHS-362903-11-17

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