

Health Systems

Case Study



PAP Recovery

A comprehensive solution to help maximize medication recovery

Situation

Providing care to under- and uninsured patients is an important service SwedishAmerican Health System provides to its community. However, managing recovery is time consuming and includes staying current with manufacturer programs, changing regulations and enrollment processes. SwedishAmerican had been dedicating valuable staff time to Patient Assistance Programs (PAPs), but only recovered about \$1,500 a month. “I contacted McKesson to manage our PAPs,” said SwedishAmerican Hospital Director of Pharmacy, Tom Carey. “As our drug wholesaler and distributor, I felt that they would speak the same language and help offset our expenses. I never imagined we would be this successful.”

Customer Profile

- Nonprofit health system with 333 beds
- 30 primary care and multi-specialty clinics
- Serving northern Illinois and southern Wisconsin

Impact That Counts

- \$831K total savings over 20 months
- 2500% increase in PAP recovery
- Seven-fold increase in number of prescriptions recovered

↑ 2500% increase in PAP recovery

Solution

McKesson RxO™ PAP delivered a comprehensive solution to help SwedishAmerican maximize recovery of medications dispensed to uninsured patients. A McKesson RxO manager worked within the SwedishAmerican pharmacy system as part of the daily workflow to ensure that all eligible costs were recovered not only for medications, but also for insurance co-payments. “There is some initial setup, which is to be expected, but the amount of time is hours — not days or weeks,” commented Carey.

Results

Prior to implementing the recovery service, SwedishAmerican tracked fewer than five PAP drugs. Now they are recovering costs from a growing list of more than 30 drugs. By partnering with McKesson RxO, SwedishAmerican has also helped to increase the pharmacy’s savings by more than 2500%.

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TOM CAREY,
Director of Pharmacy, Hospital

Want to improve your pharmacy’s financial, operational and clinical performance?

Contact your McKesson representative today.

McKesson Health Systems

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