

The Role of Pharmacy Services Administrative Organizations (PSAOs)

PSAOs are organizations that evaluate and execute contracts and interact with pharmacy benefit managers (PBMs) on behalf and in support of participating independent pharmacies

Independent pharmacies are recognized as trusted points of access for obtaining medications and other healthcare services, and often serve as the sole provider of pharmacy services in medically underserved areas.

Independent pharmacies face evolving financial and administrative challenges as small businesses and many independently owned pharmacies engage PSAOs for a range of administrative and operational services to improve efficiency.

PSAO Services Provided to Independent Pharmacies

A majority of the nearly 22,000 independent community pharmacies in the U.S. voluntarily outsource some administrative services to a PSAO, providing these small business owners and healthcare providers support to allow them to spend more time at the pharmacy counter and, ultimately, on patient care.



Evaluation & Execution of Contracts: Review pharmacy reimbursement rates and terms, participation in pharmacy networks



Operational & Transactional Support: Provide a range of operational and transactional support for communications with PBMs



Analysis & Forecasting: Audit and anticipate payments from PBMs and pharmacy performance on contractual terms via data analysis



Pandemic-Related Services: Facilitate pharmacy ability to do testing, vaccinations, expanded home delivery and curbside services