

Health Systems

Case Study

Patient Assistance Program Recovery

Maximizing revenue savings

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





*“We saw **six-figure savings**
within the first 60 days.”*

— McKesson Customer
Director of Pharmacy

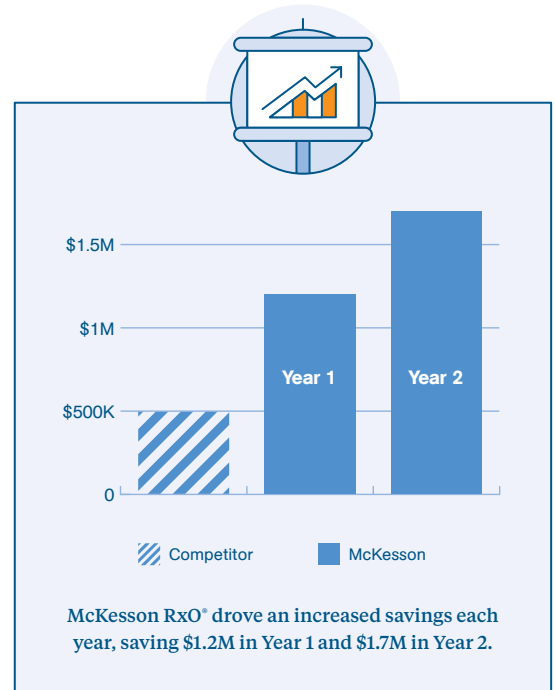


Solution

The health system chose McKesson RxO's 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.



Need help managing your PAP program?

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

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