



CASE STUDY

PAP Recovery capture increase of 344%

Cheyenne Regional Medical Center achieves more by partnering with McKesson's patient assistance program

Streamlined patient identification and qualification yields greater recovery



- Regional healthcare provider since 1867
- Recognized as one of 100 Great Community Hospitals in 2015
- Single community hospital
- 14 clinics under the Cheyenne Regional Medical Group banner
- 206 hospital beds
- 1 inpatient pharmacy, 1 satellite pharmacy

Situation

Cheyenne Regional Medical Center is renowned in Wyoming and throughout the United States for its innovative healthcare. The hospital's focus on high-level patient care has earned recognition from organizations including the American College of Radiology, the American Heart Association, the Centers for Medicare & Medicaid Services, and more. Achieving excellence in patient outcomes means providing access to the latest treatments and medications, even to patients who are uninsured or underinsured.

Patient Assistance Programs (PAPs) play an extremely important part in providing access and increasing patient adherence to their treatment at Cheyenne Regional Medical Center. PAPs are an integral part of revenue recovery for a hospital and can be complex and time consuming to manage. Even under the best of circumstances, these programs can be complex and time consuming to manage. Within Cheyenne's oncology practice, staff changes and workflow disconnects made the process even more tedious. So, they decided to hire an internal full-time PAP manager to independently research programs and manage applications. With this internal program, their annual PAP recovery topped out at \$225,000. **The hospital's Director of Pharmacy Services then turned to McKesson with hopes to improve their PAP program — for financial recovery and better treatment access and outcomes for patients.**

“McKesson has been an invaluable partner in improving our product and financial recovery from PAP programs, yielding a recovery of over \$1 million last fiscal year. I knew McKesson’s capabilities and they have more than met my expectations.”

— **Timothy J. Steffen, Pharm.D.,**
Director of Pharmacy Services
Cheyenne Regional Medical Center

RESULTS ACHIEVED

- Recovery of over \$1 million in fiscal year 2020
- Decreased drug spend
- Easy adaptation to contact-free engagement with patients
- Freed staff to focus on program process
- 344% increase in recovery year over year



344% increase
in recovery in
fiscal year 2020

Solution

Charged with enhancing performance with less hospital staff involvement, McKesson took over management of PAP services for Cheyenne’s fiscal year 2020. McKesson’s proprietary software analyzes patient level charge data to maximize and standardize the PAP approach across the hospital. From the emergency department to off-site clinics to oncology departments, patient opportunity for assistance is evaluated. The McKesson team captures more opportunities and helps to ensure compliance to the PAPs. The technology offers transparent reporting and workflows so clinicians and case managers are able to follow along with the process.

Because of our PAP integration, McKesson was able to deliver measurable value for Cheyenne’s community benefit contributions. Non-profit hospital organizations are required to spend some of their surplus on community benefits, which include goods and services which address a community need.

Results

Once McKesson gained the full autonomy of PAP management, there was a 344% increase in recovery — to over \$1 million for the fiscal year. McKesson’s ability to identify and qualify patients efficiently also provided quicker drug recovery for the hospital, ensuring medications were available for indigent patients. This impacted the pharmacy as well, allowing more consistent inventory and lower expenses. By outsourcing PAP services, the clinicians and case managers are able to spend more time concentrating on patients. Even while hospitals are feeling the effects of the COVID-19 pandemic, McKesson’s partnership with Cheyenne helps ensure uninsured and underinsured patients have the access needed to their medications for a seamless continuum of care.