McKESSON

Quickly move prescriptions through prior authorization

ROCKY MOUNTAIN™
CANCER CENTERS

Rocky Mountain Cancer Center

Colorado Front Range

PHARMACY TEAM OF 7

19 PRACTICE LOCATIONS

Rocky Mountain Cancer Center (RMCC), a member of The US Oncology Network, is a physician-led and owned practice that provides coordinated and comprehensive care at 19 locations across the Colorado Front Range.

In 2015, they enhanced their commitment to care by enabling their Denver location with a medically integrated dispensing (MID) program, which allows prescriptions to be filled at the practice and then sent to the patient's home or picked up onsite. This program not only allows the patient, pharmacy and care team to align on therapies, but it also creates another revenue stream for the practice. Supporting 13 of the 19 RMCC locations, the pharmacy team, consisting of seven members, was consistently busy. When they learned that prior authorizations for select prescriptions took longer than others and disrupted their workflow, the team looked to their McKesson Medically Integrated Dispensing account manager for assistance.

Situation

The RMCC pharmacy receives prescription requests from practice sites via electronic health record (EHR). Through the EHR they can identify if the prescription can be filled immediately or if it requires prior authorization. The pharmacy team would execute each step of the prescription process themselves, potentially delaying turnaround time. "We have a team of seven. To have one person spend one to four hours trying to get a script approved was not time efficient," said Ryan Adler, PharmD, Pharmacy Services Manager at Rocky Mountain Cancer Center. As a result, the practice sent challenging patient prescriptions, requiring long prior authorization time, to competing specialty pharmacies for fulfillment. This resulted in a loss of revenue for the practice and diminished the care team's ability to see when the patient received or self-administered their medication. To find a solution, the RMCC team connected with their McKesson MID account manager, who educated them on the benefits of ScriptPAS™.

Solution

ScriptPAS is a McKesson service that assists practices with reducing barriers to access and provides support for prescription processing. It is designed to increase script capture for the MID program by performing prior authorization support, benefits investigation, and financial assistance services for the prescription before returning it to the practice's MID for fulfillment. Through data analysis, the McKesson MID and RMCC teams worked together to identify which prescriptions had the longest prior authorization time and the amount of revenue lost by redirecting the script to a specialty pharmacy. After understanding the workflow challenges, their McKesson MID account manager quickly identified a solution that best fit RMCC's needs. By leveraging ScriptPAS to process the challenging prescriptions with complex prior authorization requirements, the RMCC pharmacy team could reallocate time to filling scripts that were easier to complete and decrease prescription leakage. "There are certain pharmacy benefit managers (PBMs) where it takes longer to get the necessary documents to them. We want to get medications in the patient's hands as fast as possible, and that isn't always something we can do. ScriptPAS does a great job of moving faster with prior authorization as they have the tools to handle that process," said Adler.

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Ryan Adler, PharmD
Pharmacy Services Manager
Rocky Mountain Cancer Center

Results

Since implementing ScriptPAS, the RMCC pharmacy team has optimized their workflows. One pharmacy technician spearheads inbound prescriptions and triages where they go. She categorizes, by drug prescribed and payer, which scripts can be filled by the practice MID team, and which require more prior authorization support. Those scripts requiring more support are immediately sent to ScriptPAS for prior authorization resolution, while the others are sent to the practice's MID for immediate fill. This process frees hours of time, allowing the team to complete additional clinical tasks sooner. "When patients or physicians call asking about the status of a prescription, we can tell them where it is in the process. We are in a winning game now, and the staff's time is optimized," said Adler.

Over the course of three months, 78% of prescriptions sent to ScriptPAS were returned to the RMCC MID for fulfillment with an average turnaround time of 1.5 days. ScriptPAS was able to recapture over $27K in additional profit to the practice, and RMCC experienced a return on investment (ROI) of 1500%. "The results ScriptPAS has afforded Rocky Mountain are just tremendous," said Adler. "The staff highly values the functionality of the ScriptPAS team. Communication is tremendous, and we appreciate the relief it has brought us. I think the ScriptPAS model will be used more and more with us. That's what I envision."

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Ask us how we can help: mckesson.com/oncology

To learn more about The US Oncology Network and our commitment to the success of independent physicians and practices, visit usoncology.com

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