“A Day in the Life of a Physician”

Product Manager: Justin Elliott

Presentation Date: September 14, 2012
Agenda

• Introduction

• NextGen’s eRx Solution Overview

• “A Day in the Life of Physician”

• Key Challenges and Obstacles

• Opportunities

• Q & A
Introduction
My Background

• NextGen Product Manager for over 6 years
• Over 12 years experience in healthcare working in area of infusion therapy, pharma, and healthcare IT
• Launched NextGen’s ambulatory eRx solution
NextGen’s eRx Solution
NextGen EHR
Key Values of EHR

• Introduces functions for precise, accurate, and data driven decision support

• Provides improved accessibility to patient records

• Improves communication between provider and clinical departments including:
  - Nurses, practice administrator, internal clinical teams

• Improves communication among healthcare facilities
  - Pharmacy, laboratory, and radiology departments

• Reduces operating costs and enhances practice efficiency

Functions of the EHR should always focus around the patient
Target Market

- New and Existing Clients
- Meaningful Use eligible providers / practices
- ACOs & PCMHs
- Health Systems – Enterprise Clients
- Partners / VARs
State of eRx the Industry

Number of Surescripts Enrolled Prescribers Nationally

Thousands

2008 2009 2010 2011

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<th>Incentives</th>
<th>Penalties</th>
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<td>2009-2010 -2% incentive</td>
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<tr>
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<td>2014 and beyond -2% penalty</td>
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State of the Industry

Pharmacy Connectivity

Source: Surescripts® and the 2011 National Progress report on E-Prescribing.
## Mail Order Pharmacies

- CVS Caremark
- Express Scripts
- Medco
- Prescription Solutions
- Prime Mail
- Walgreens
- WellPoint
- Accredo
- Costco
- Future Scripts
- Myerlee Pharmacy L.T.C.
- Novixus Pharmacy Services
- Omnicare of Jacksonville
- PBM Plus Mail Service Pharmacy
- Serve You DirectRx Mail Order
- Freedom Pharmacy
- Future Scripts
- Wallgreen’s Mail Order
- Omnicare of Jacksonville

Some mail order pharmacies are now being downloaded through the traditional retail download.
At the end of 2011...

- Through our electronic connectivity, NextGen eRx provides access to benefit information for **72%** of patients
- 7 state Medicaid programs are currently connected to Surescripts through PBMs
- 30,000+ formulary files which include formulary status, coverage, Co-pay, and alternative medication lists maintained by participating health plans
Building Blocks of eRx

Pharmacy Selection

Med Selection

Formulary

Real-Time Eligibility

User Workflows

Source: Doug Fridsma, MD. Director, Office of Standards & Interoperability, ONC
A Day in the Life of Physician
A Day in the Life of a Physician: Med Management

Patient Intake
- Medication history
- Medication Recon
- Med, Allergy list
- Benefits realization

Clinical Assessment
- Problems
- Orders management
- Diagnoses
- Decision Support

Prescribing
- Medication listing
- Formulary Review
- DUR
- Pharmacy Management
- eRx

TOC, Follow-up, Discharge
- Referral
- Compliance
- Surveillance
Patient Intake

- Medication History
- Reconciliation
- Allergy & Med List
- Immunizations
- Active Diagnoses

Benefits

- Demographic
- Payer coverage
- Real-Time Eligibility

Patient Workup

- Vitals
- Preferred Pharmacy
- Medication Renewal
- Visit reason
Assessment/Clinical Review

Problems
- Presenting Illness
- Lab results
- Radiology results
- Clinical Assessment

Decision Support
- Disease management
- Therapy assessment

Charting
- Clinical charting
- Documentation of disease state(s)
- CPOE
Prescribing

- Medication listing
- Payer-specific formulary
- Generic vs. Brand
- SIG

Charting Med
- DUR
- Quantity, Duration, Refills, SIG
- Dosing

Medication Selection

- Pharmacy selection
- Method of routing
- Prescription review
- Routing
- Delivery Receipt

eRx

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NEXTGEN HEALTHCARE
a QSI company
Transition of Care/Follow-Up/Discharge

- Discharge Summary
- Patient Education
- Care Plan/Coordination of Care
- Appointment Scheduling

- Referral
- Portability of Clinical Record

- Medication Effectiveness
- Adherence
- Medication Fill
- RxChange
- RxCancel

Coordination of Care

Transitions of Care

Compliance
Challenges & Obstacles
Challenges

Implementation
- Installation
- Training and education
- Transitions between networks

Robust Transaction Types
- RxFill/RxChange, Rx Cancel
- Expansion of data set
- Broadened offerings

Reliability and Patient Safety
- Network latency
- Intermittent Connectivity Outages
- Data integrity

Regulatory
- EPCS
- 5010, ICD10
- ARRA, MU, ACO, PCMH
Challenges Delivering Solutions for Electronic Prescribing

Vendor Community
- Education in changes standards; skills training of staff
- Working in silos & customizing industry standards
- Vendor implementation timelines to not always aligned

Standards / Regulatory Community
- Standards variation & penetration in the industry
- Constantly changing initiatives

Clients
- Education in standards and workflow; skills training of staff
- Various implementation and workflow methodologies
- Slow adoption of application updates
Other Challenges

- Cost containment
- Disparate workflows between pharmacy application and provider vendors
- Consistency in directory management
- Transaction transparency
- Visibility into opportunities and constraints of the network
Patient Coordination of Care

Specialists

Hospital

Payer/Benefits Manager

Pharmacy

Primary Care MD
NextGen eRx Strategy

NextGen Connectivity
- Strong imprint with Retail and Mail Order
- NCDPD Script Standard
- Direct Connectivity or Aggregator of eRx services

Prescription Routing

Retail
Mail Order
In-office Dispensing
Community Pharmacy
Hospital Pharmacy

NextGen Practice
NextGen and Hospital Prescribing

NextGen EHR

Hospital and Internal Pharmacies

NCPDP SCRIPT

Emdeon

NCPDP SCRIPT

Pharmacy Application Provider

Emdeon
The Future of NextGen eRx connectivity

Surescripts

- Retail and mail order
- Formulary and Real-Time Benefits
- Medication History

Emdeon & Surescripts

- Direct Pharmacy application Connectivity
- Expanded Transaction Types
- Support of In-Office Dispensing Solutions
- E-Fax Solutions
- Traditional eRx Services
What is Our Measure of Success?

- Adoption and Utilization of eRx: 80% and higher
- Client Satisfaction
  - Intuitive Workflow: Less clicks, streamlines access
  - Practice Efficiency: Increase time savings
- Expanded eRx Functionality/Services: RxFill, RxChange, RxCancel
- Broaden eRx Connectivity: Inpatient, In-house pharmacies

“NextGen understands interoperability and eRx services and has been a key strategic partner in helping to achieve our pharmacy connectivity.”

Debra Spindel, Vice President
Nautilus Healthcare Management. Client since 2008
Electronic Prescribing of Controlled Medications
DEA Interim Final Ruling

• The interim final ruling allows the prescribing of all scheduled medications effective July 1, 2010
• No indication of when a final rule will be released but DEA is allowing providers to implement based on the IFR
• Industry constituents (eRx technology vendors, pharmacies, and intermediaries) have been working through to support the DEA requirements
DEA Concerns

The ability to prosecute for diversion, fraud, forgery
The number of intermediaries in the e-prescribing chain
Current eRx does not mandate completion of all fields the DEA requires such as
  - Provider first name
  - Patient address
DEA Concerns

Potential for facilitating diversion and abuse
Passwords can be guessed
Multiple people may use the same computer without changing log in information
Because signatures are not present, drugs are not misspelled and strengths are correct when chosen from a list, the pharmacist is less able to detect a forgery
DEA Concerns

CCHIT required access controls and audit logs meet DEAs security concerns for EHRs

– But there is no requirement a practice use them
– Has yet to be determined who the certifying bodies will be
– And there is no certifying body for pharmacy systems
– No standards for pharmacy systems to record and retain dispensing data
– No security requirements for intermediaries
Each Prescriber Must

- Have an active DEA number
- Be identify proofed by a certificate authority
- Obtain two-factor authentication credential
  - Hard token, password, biometric
- Be utilizing a DEA approved application for EPCS
- Separately enroll for EPCS in NextGen
Each Application Provider Must

• Obtain a Part 1311 compliance audit from a DEA approved auditor
• Have the ability to setup appropriate access controls for prescriber enrollment, apply a PKI digital signature and facilitate two-factor authentication
• Have the ability to provide a comprehensive audit report on all EPCS events

*NextGen EHR version 5.7 meets each of these application requirements*
EPCS –NextGen’s Approach

• Development of a workflow that meets the DEA guidelines while not deviating from the existing eRx workflow
• Part 1311 Compliance audit completed in May 2011
• Surescripts EPCS service level certification
• Participated in Surescripts’ Limited Availability Program
• Adopted NCPDP 8.1 E Script Standard
• Instituted a web services integration to a premier low cost two factor authentication leader
• Established a relationship with a Certificate Authority to enable prescribers to easily complete identity proofing
Two factor Authentication

Two of the following:
– Something you know
– Something you have
– Something you are
Authentication Credentials

Something you know
- A knowledge factor
- e.g. passwords
A Word About Passwords

Complexity

Security

Implement policies and procedures to prevent, detect, contain, and correct security violations
Authentication Credentials

Something you have

- Hard token (stored separately from the computer being accessed)
- Must be FIPS 140-2 Security Level 1 for cryptographic devices or one time password devices
Authentication Credentials

Two factors:
Something you are
  – Biometrics information
NextGen has a web-services integration within the application with Symantec to complete two-factor authentication. Credential can be downloaded to your smartphone for free.

- Credential ID is stored within Sys Admin.
- Security Code changes every 30 seconds; used to authenticate.
EPCS Workflow Process

Medication Selected

Schedule med classification/EPCS control access

Selection of EPCS pharmacy

Two Factor Authentication/Digital Signing

Prescriber can utilize exiting eRx processes for selecting medication

The application will automatically determine if any of the medications are scheduled and prescriber’s access

Prescriber will have the ability to identify EPCS pharmacies from the pharmacy search screen

Prescriber will be prompted to enter one-time password and NextGen password; if successful, prescription will be signed and routed
NextGen has implemented logic at the server level to assist clients in keeping compliance with both state and federal allowances of controlled medication electronic prescribing.

Example:

The prescriber should ensure he/she is apprised of the various board of pharmacy guidelines in the state in which they are prescribing and sending prescriptions.
## States That Have Ratified DEA Ruling

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EPCS Recap

NextGen is certified for EPCS
EPCS is available in v5.7
Each prescriber will need to be identify proofed from a certificate authority before enrolling
No additional NextGen licensing needed
Prescriber will need to obtain two factor authentication credential (Symantec/VeriSign is recommended)
Prescriber will be required to enroll for the ECPS Service Level with Surescripts
EPCS adoption is contingent on pharmacy connectivity
Certain states may have individual requirements for EPCS
Questions?