Background:

Independent pharmacy caring for the community for over 120 years

Drexel Pharmacy has been a fixture in Drexel, Missouri since 1890. In 2007, Marc Finke purchased the business with a commitment to continue the tradition of providing personal and professional pharmacy service to the community. Marc and his staff believe individualized care is the best way to serve their patients and do so through consultations, immunizations and diabetic supplies.
Emdeon Edit™ provides the support independent pharmacy owners need.

“It’s like having an army behind the scenes, watching my profitability behind my back when I don’t have time.”
- Marc Finke, Owner, Drexel Pharmacy

Challenge

Generate accurate claims while maintaining personal service to customers

Independent pharmacies don’t typically have teams of people to support pharmacy operations. Often there is a single owner/operator responsible for paying bills, filling prescriptions, delivering immunizations and answering questions on topics ranging from a strange rash to adverse drug reactions. Needless to say, it’s next to impossible for the pharmacist to do all of these things and meticulously review each and every claim.

Additionally, healthcare is in a constant state of change. Generic equivalents have entered the market at unprecedented rates, ingredient costs are constantly changing and third-party payers are scrutinizing claims like never before. It can be a challenge for a pharmacy owner to ensure each staff member is accurately submitting claims to maximize reimbursement and reduce audit risk.

Solution

Maximize profitability and mitigate audit risk with Emdeon Edit

To help solve these challenges, Drexel Pharmacy turned to Emdeon Edit, a pre and post editing solution fully integrated into the pharmacy management system. According to Marc, Emdeon Edit provides the support independent pharmacy owners need. “Without it, you’re leaving money on the table whether you know it or not,” he shares. Emdeon Edit is much like a spell check – looking at every transaction processed for common errors that can cause reduced reimbursement as well as expose a pharmacy to an audit.

Of the many edits running on each claim, the following have proven great value to Drexel Pharmacy:

- **AWP Update** works quietly in the background, automatically updating claims to the highest submitted ingredient cost to maximize revenue. Emdeon receives daily price updates and applies the new information immediately, without requiring any intervention by the pharmacy or practice management system.

- **Emdeon Payer Compliance™** recognizes opportunities to resubmit claims to third-party payers with a higher submitted ingredient cost. Third-party payers often don’t immediately update submitted price drug files. Emdeon identifies when the payer updates the drug files and applies intelligent logic to calculate when the pharmacy must resubmit for increased reimbursement. Resubmissions can be done easily right from the Emdeon customer website or within the pharmacy management system.

- **Standard Dispense Quantity Edit** catches the common but potentially costly error of entering incorrect quantities for inhalers, creams and other medications. The value this edit brings continues to increase with the growth of ePrescribing.

Often pharmacies are concerned about the potential interruption to workflow when running Emdeon Edit. But for Drexel Pharmacy, the training opportunity from triggered edits improves workflow in the long run. “When a claim is stopped, I take the time to educate the technician on why it occurred to prevent the same issue reoccurring down the road,” says Marc. He recognizes that repeating the same error doesn’t just waste time, it can cost the pharmacy money.
Results

*Increased reimbursements and cleaner claims*

Drexel Pharmacy experiences proven profit maximization with Emdeon Edit. The following are just a few examples of the many ways Emdeon Edit provided tangible value over a 90-day period.

**AWP Update**

*Total Scripts Updated: 47*

Core savings represents the difference between the ingredient cost paid and the initial submitted ingredient cost by the pharmacy. Emdeon Edit automatically updated submitted ingredient cost to a higher value before adjudication to maximize reimbursement.

<table>
<thead>
<tr>
<th>Drug</th>
<th>Number of Scripts</th>
<th>Total Core Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advair</td>
<td>22</td>
<td>$1508</td>
</tr>
<tr>
<td>Novalog</td>
<td>19</td>
<td>$1352</td>
</tr>
</tbody>
</table>

**Standard Dispense Quantity Edit**

*Total Scripts Updated: 20*

By notifying Drexel Drug when a brand was about to be dispensed without the proper DAW code, Emdeon Edit helped to mitigate audit risk as well as the potential for reduced reimbursement.

<table>
<thead>
<tr>
<th>Drug</th>
<th>Submitted Qty</th>
<th>Corrected Qty</th>
<th>Calculated Gain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Symbicort</td>
<td>1</td>
<td>10.2</td>
<td>$255</td>
</tr>
<tr>
<td>Ofloxacin</td>
<td>1</td>
<td>5</td>
<td>$11</td>
</tr>
<tr>
<td>Proair</td>
<td>1</td>
<td>8.5</td>
<td>$47</td>
</tr>
</tbody>
</table>

**Dispense as Written (DAW) Validation Edit**

As an independent pharmacy owner, Marc Finke recognizes he can't be everywhere at once. Emdeon Edit has helped him maximize profit while mitigating audit risk. According to Marc, “it’s like having an army behind the scenes, watching my profitability behind my back when I don’t have time.”

“Without it, you’re leaving money on the table whether you know it or not.”

- Marc Finke, Owner, Drexel Pharmacy

At Emdeon, we’re here to help. To learn more about how our products and services can maximize profit and reduce audit risk, call us at 877.707.0024 or visit emdeon.com/pharmacy.
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