

3 Ways Your Pharmacy Can Help You Strengthen MCO Relationships

Managed care has reshaped our health care system, dramatically changing the landscape. And the trend toward Managed Care Organizations (MCOs) is expected to continue. Skilled nursing providers can gain a substantial edge with MCOs by partnering with their pharmacy. Here are three key ways your pharmacy partner can help increase visibility and enhance your partnership potential.

#1 Support MCO Expectations

These organizations are looking for ways to provide better care, improve clinical outcomes, and lower costs. Working closely with your pharmacy partner can ensure specific benefits:

- ✓ Optimize medication review and reconciliation, which leads to preventing ADEs, reducing hospital readmissions, and eliminating unnecessary/duplicative medications
- ✓ Continuity of medication regimens with rapid first-dose availability for new admissions and timely drug delivery when prescriptions change
- ✓ More utilization of generic drugs
- ✓ Better management of chronic conditions/levels, such as blood glucose and anticoagulants

#2 Join Post-Acute Networks

When selected into Post-Acute Networks (PANs), SNFs gain access to MCOs and other value-based payment models they may otherwise miss. But the bar is typically high and the competition fierce. Pharmacies can help clear selection criteria, such as:

- ✓ Can the SNF admit patients 24/7?
- ✓ Are physician extenders on staff, with support from a consultant pharmacist?
- ✓ Which medications are onsite vs delivered?
- ✓ How long does it take for stat delivery of medication?
- ✓ Can the pharmacy support ultra-short stays?
- ✓ Can the pharmacy provide programs or services that ensure compliance, free up nursing time, and enhance outcomes?

#3 Specialize

Another strategy for MCO success is to offer specialized clinical care, such as for respiratory, head trauma, bariatric, or behavioral challenges. Pharmacy can be key to specialization:

- ✓ Assure the appropriate medications are available in the SNF
- ✓ Refine processes to support medication fulfillment
- ✓ Assess the potential need for added consultant pharmacist support

Managed care has changed the game for skilled nursing providers. To succeed in the new ecosystem, SNFs must adapt and deploy new strategies. Working closely with a full-service, solid pharmacy partner can help optimize those efforts...as well as the resulting clinical and operational outcomes.

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