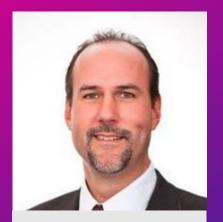
oncology exchange fall 2024

Navigating a PBM audit



# Introduction to today's team



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Director, Specialty Practice
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## Agenda

- What types of audits can you expect
- Common ways sites fail audits
- What to do if you receive an audit notice
- Pharmacy solutions and Elevate audit support
- Specialty Practice Rx Services enhanced audit support

#### Types of audits and common reasons sites fail

- Desk audit
- Onsite audit
- Invoice audit
- Medicare B documentation audit

#### What to do if you receive a PBM audit

- Forward your audit notice to your pharmacy solutions account manager
- Prepare reports and documentation for review and be prepared to submit by the required deadline
- Both the pharmacy solutions team and the Elevate team will help guide you through the process
  - Note: You must be enrolled with pharmacy solutions (fka: Smart ID Works), and have Elevate for these teams to assist your site with any type of audit

#### Pharmacy solutions and Elevate audit support breakdown

| Audit support offerings  | Smart ID Works | Elevate |  |
|--|----------------|---------|--|
| Advise what documents will need to be submitted back to the PBM  | X              | X       |  |
| Remind the site of the deadline for submission   | X              | X       |  |
| Provide high-level guidance on submitting appeals to PBMs for audit findings   | X              | X       |  |
| Guide site how to ask for extensions if PBM is not part of Elevate   | X              | X       |  |
| Guide site on how to submit appeals if PBM is not part of Elevate  | X              | X       |  |
| Act as a liaison between other business units to offer support, if applicable  | X              |         |  |
| Submit items on behalf of the site   |                | X       |  |
| Pull reports for specific plan/date range  |                | X       |  |
| Provide detailed examples of appeal letters if needed after audit findings are sent back to the site                                       |                | X       |  |
| Advise sites what BIN they should look for when reviewing claims for the audit (if specific scripts weren't included but a date range was) |                | x       |  |
| Request deadline extensions if needed  |                | X       |  |
| Review individual claims for accuracy  |                | X       |  |

#### Specialty Practice Rx Services

MID Startup



This offering is designed for those wanting to open a new medically integrated dispensing (MID) site. It encompasses a range of key activities to support the successful launch and operation of your dispensing program and designed to provide a strong foundation for growth of your MID.

**MID** Optimization



This offering helps to optimize your current MID program. It offers a wide range of pharmacy services to enhance operational efficiency, drive growth, and foster ongoing success for continuous improvement.

Accreditation



This offering provides end-to-end accreditation support by certified consultants to facilitate seamless accreditation attainment through ACHC or NCODA.

## Specialty Practice Rx Services enhanced audit support

| Audit support offerings  | Smart ID Works | Elevate | Specialty Practice<br>Rx Services |
|--|----------------|---------|-----------------------------------|
| Advise what documents will need to be submitted back to the PBM  | X              | X       | X                                 |
| Remind the site of the deadline for submission   | X              | X       | X                                 |
| Provide high-level guidance on submitting appeals to PBMs for audit findings   | X              | X       | X                                 |
| Guide site how to ask for extensions if PBM is not part of Elevate   | X              | X       | X                                 |
| Guide site on how to submit appeals if PBM is not part of Elevate  | X              | X       | X                                 |
| Act as a liaison between other business units to offer support, if applicable  | X              |         | X                                 |
| Submit items on behalf of the site   |                | X       | X                                 |
| Pull reports for specific plan/date range  |                | X       | X                                 |
| Provide detailed examples of appeal letters if needed after audit findings are sent back to the site                                       |                | x       | х                                 |
| Advise sites what BIN they should look for when reviewing claims for the audit (if specific scripts weren't included but a date range was) |                | x       | х                                 |
| Request deadline extensions if needed  |                | X       | X                                 |
| Review individual claims for accuracy  |                | X       | X                                 |
| Provide clinical claim review with Pharmacist  |                |         | х                                 |
| Provide on-site assistance if requested  |                |         | х                                 |
| Provide spot checks  |                |         | х                                 |

# Questions?

