

Navigating a PBM audit

Introduction to today's team



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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 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	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	X
Request deadline extensions if needed		X	X
Review individual claims for accuracy		X	X
Provide clinical claim review with Pharmacist			X
Provide on-site assistance if requested			X
Provide spot checks			X

Questions?

