



Monitoring Pharmacy Point of Sale Success

5-10-22

LCDR Michael Hunt

Clinton Indian Health Center

Clinton, Ok



Monitoring Pharmacy Point of Sale (POS)

1. Reports
2. Daily performance monitoring techniques



Reports for Monitoring Pharmacy Point of Sale (POS)

User Reports

- THR – Transaction History Report

RPMS Revenue Reports

- DAY – totals by release date
- STA - A/R Statistical Reports
- PSR – Period Summary Report

Calculations

- Drug Cost Recovery
- Cost/Reimbursement Per Prescription



THR- Transaction History Report

Report totals all POS claims transmitted for a selected user.*

RPMS Pathway: POS-RPT-ADMN-THR

- Select date range, individual pharmacy or leave blank for service unit.
- Select user or leave blank for all users

```
Select Administration reports Option: THR  Transaction History Report
Enter Beginning POS Transaction Date: 040122
Enter Ending POS Transaction Date: 043022
Please Select a Pharmacy or leave blank for ALL: CLINTON
...OK? Yes// (Yes)

Please Select a User or leave blank for ALL:
DEVICE: HOME// █
```

*Note: Includes all prescriptions processed IN ADDITION to POS claims corrected. If user is not processing prescriptions, this is a good report to measure POS productivity. Otherwise, will need to separate the two.



DAY TOTALS - by RELEASED DATE

DAY – totals by release date

Single Site

- POS/RPT/ADMN/DAY

Multiple Sites (Service Unit Total)

- POS/RPT/SITE/DAY

Includes all claims billed electronically through POS

Paper claims: It will list the **billed amount** of paper claims, not the paid amount



DAY Report Columns

Payable- Total of POS Claims that display as PAID

Shorted- Difference in Billed amount and Paid amount on a PAID Claim

Paper- Total of Billed amounts of all claims filed as Paper Claims (VA)

Rejected- Total of the Billed amount of claims currently in rejected status

Uninsured- Total Billable amount of all claims for Patients with no Insurance

Duplicate- Total of all claims that were accidentally double billed (should be 0)



Day Report Details

- Up to date totals of claims processed through POS
- Shows what we *should* receive from the third party insurers
 - DIR Fees can be deducted from amounts when check is issued
 - Reversal of claims for RXs not picked up will deduct from Payable total
- Must run the URM-Update Report Master File prior to running report



Day report

POINT OF SALE TOTALS						JAN 25, 2018
From DEC 1, 2017 thru DEC 31, 2017						2:52 PM
	PAYABLE	SHORTED	PAPER	REJECTED	UNINSURED	DUPLICATE
DEC 26, 2017						
SUBTOTAL	19880.23	13637.98	0.00	5795.67	31572.19	0.00
SUBCOUNT						900
DEC 27, 2017						
SUBTOTAL	21169.27	16214.41	146.36	7013.67	45824.93	0.00
SUBCOUNT						1271
DEC 28, 2017						
SUBTOTAL	27258.21	16463.52	146.05	13229.22	37904.38	0.00
SUBCOUNT						1020
DEC 29, 2017						
SUBTOTAL	25059.75	9194.34	505.33	14244.19	40174.65	0.00
SUBCOUNT						1404
DEC 30, 2017						
SUBTOTAL	2569.41	1529.66	0.00	374.47	3080.56	0.00
SUBCOUNT						152
TOTAL	519241.69	270497.34	15077.91	172574.78	836366.02	0.00
COUNT						23386

Press ENTER to continue:



STA - A/R Statistical Reports

POS/RPT/ADMN/STA

- Select report by Dates, Approval, Visit, Export
 - Not much difference for most pharmacy claims

Accounts Receivable (A/R) dependent

- NOT up to date with amounts from DAY report
- Numbers will change as A/R department posts payments received. Can be delayed 60-90 days
- Useful when compared to DAY report when looking back at previous year



A/R Statistical Report cont.

```

=====
A/R STATISTICAL REPORT for ALL BILLING SOURCE(S)   JAN 26,2018@14:55   Page 1
at ALL Visit location regardless of Billing Location with APPROVAL DATES
from 10/01/2016 to 09/30/2017
at ALL Visit location(s) regardless of Billing Location
=====

```

VISIT TYPE	NUMBER VISITS	UNDUP PATIENTS	BILLED AMOUNT	PAID AMOUNT	ADJ AMOUNT	UNPAID AMOUNT
CLINTON INDIAN HEALTH CENTER						
OUTPATIENT	18,299	3,624	5,190,788.35	2,850,735.35	2,073,065.80	266,499.20
IMMUNIZATION	131	121	56,850.65	45,187.40	10,303.19	1,360.06
FLU/PNEUMO/H	27	27	1,778.36	1,724.53	53.83	0.00
BEHAVIORAL H	69	47	21,811.00	17,399.44	2,030.56	2,381.00
OUTPATIENT	13	4	4,337.00	3,120.58	1,216.42	0.00
Pharmacy POS	48,854	2,638	5,141,934.59	3,242,581.93	1,897,945.23	1,407.43
PHYSICAL THE	114	53	93,887.53	18,851.26	69,352.61	7,892.66
TELEBEHAVIOR	59	30	1,770.00	329.90	420.10	1,020.00
PHARMACY	187	22	39,884.99	33,606.71	2,729.81	3,548.47
DENTAL	1,338	714	497,711.00	212,238.72	271,110.28	14,362.00
PROFESSIONAL	2,559	583	675,206.42	76,706.10	590,400.32	8,100.00
	71,650	7,863	11,725,959.89	6,502,481.92	4,918,628.15	306,570.82
TOTAL COVERED INPATIENT DAYS 0						
END OF REPORT						



PSR – Period Summary Report

POS/RPT/ADMN/PSR

- Shows revenue that has been or is about to be received
- Good for reporting purposes (if A/R does a good job)
 - Dependent on A/R Department
- Can be broken down by Medicare, Medicaid, Private Insurance, and Veterans Benefits
- Will include Medicaid revenue even if billed on paper
- Will be delayed from the actual processing of the medications
 - 2 to 6 months
- Can filter by CLINIC or VISIT type



PSR Report cont.

```
Select Visit LOCATION: CLINTON INDIAN HOSPITAL  CLINTON INDIAN HEALTH CENTER
```

```
Select one of the following:
```

- 1 A/R ACCOUNT
- 2 CLINIC TYPE
- 3 VISIT TYPE
- 4 DISCHARGE SERVICE
- 5 ALLOWANCE CATEGORY
- 6 BILLING ENTITY
- 7 INSURER TYPE

```
Select criteria for sorting: 2  CLINIC TYPE
```

```
Select Clinic: ALL// 39  PHARMACY      39
```

```
Select Another Clinic: D1  ANTICOAGULATION THERAPY      D1
```

```
Select Another Clinic: D5  PHARMACY PRIMARY CARE CLINIC      D5
```

```
Select Another Clinic:
```

```
===== Entry of TRANSACTION DATE Range =====
```

```
Select Beginning Date: 10012016  (OCT 01, 2016)
```

```
Select Ending Date: 09302017  (SEP 30, 2017)
```



PSR Report cont.

- The different columns are independent numbers
- Payment Column is what you are interested in
- Summary of what happened during the given period
- Payment + Adjustment + Refund will not add up, but should be close

```
Output DEVICE: HOME//  VIRTUAL

      WARNING: Confidential Patient Information, Privacy Act Applies
=====
Period Summary Report by CLINIC TYPE          JAN 26,2018@15:18  Page 1
with TRANSACTION DATES from 10/01/2016 to 09/30/2017
at CLINTON INDIAN HEALTH CENTER Visit location(s) regardless of Billing Location
=====
CLINIC TYPE          Billed Amt          Payment          Adjustment          Refund
=====
ANTICOAGULATION THE      8,078.00          4,209.51          4,333.49          0.00
PHARMACY              5,541,799.96      3,268,559.19      2,214,026.56      0.00
-----
*** VISIT Loc Total      5,549,877.96      3,272,768.70      2,218,360.05      0.00
=====
***** REPORT TOTAL      5,549,877.96      3,272,768.70      2,218,360.05      0.00
```



Showing Off: Displaying POS Accomplishments

Different ways to illustrate impact of collections

- Calculations to track increases/decreases in profitability and efficiency.
 - Drug Cost Recovery Percent
 - Cost per prescription filled
 - Reimbursement per prescription filled
- Graph of Payable amounts: Compare different time frames
 - Shows the results of putting effort towards Pharmacy POS



Drug Cost Recovery

- Compares the cost of medications purchased to the amount collected from third party payers through pharmacy point of sale
- Shows how well your pharmacy is paying for itself
- Affected by many factors:
 - Repackaged medications (Unbillable)
 - High Cost medications
 - Non-Formulary medications



Calculating Drug Cost Recovery

$$\text{Drug cost recovery \%} = \frac{\text{POS collections(DAY Report Payable)}}{\text{Drug Cost Total}} \times 100$$

- POS Collections obtained from DAY report
- Drug Cost Total= Mckesson + NSSC + CMOP (Finance Department)



Drug cost recovery (continued)

$$\underline{\$280,062.68} = 1.99 \times 100 = 199\%$$

\$140,617.48

From thru	PAYABLE	SHORTED	PAPER	REJECTED	UNINSURED	DUPLICATE	3:28 PM
SUBTOTAL	9505.06	4283.43	44.00	3578.54	21112.03	0.00	
SUBCOUNT							455
SUBTOTAL	9505.06	4283.43	44.00	3578.54	21112.03	0.00	
SUBCOUNT							455
TOTAL	280062.68	115818.97	2516.28	93845.91	472506.74	0.00	
COUNT							12498

	NSSC	Oct-17
Clinton PPV		\$80,731.27
Clinton PPV FCRF		\$1,089.87
Clinton PPV BH		\$3,834.43
Clinton PPV BH FCRF		\$51.76
Clinton PPV PHN		\$8,256.29
Clinton PPV PHN FCRF		\$111.46
Clinton CMOP Drug Fee		\$27,031.01
Clinton CMOP FCRF		\$364.92
Clinton CMOP ADMIN Fee		\$12,189.86
Clinton NSSC Warehouse		\$6,471.26
<u>Clinton NSSC Warehouse Fee</u>		<u>\$485.34</u>
Clinton Sub-Total		\$140,617.48



Cost per prescription

$$\frac{\text{Cost of drugs purchased}}{\text{Total RXs filled (AMIS Report)}} = \frac{\$140,617.48}{12,503} = \$11.25 \text{ per prescription}$$

Variables to monitor:

- Purchasing Repacks vs. more expensive non-repackaged meds
- High cost medications on your formulary



Reimbursement per prescription

POS Collections = \$280,062.68 = \$22.39 per prescription

of prescriptions filled 12,503

Variables to monitor:

- Avoiding repacks = increased reimbursement from more paid claims



Daily performance monitoring techniques

- DAY report before and after working rejections/resubmitting claims
- Totaling approved Prior Authorization amounts
- Totaling resubmitted claim collections from addition of identified insurance



DAY report to monitor Corrected Claim Totals: Impact on Collections

Results vary depending on site, volume, prescribing habits, etc.

To track impact:

- **When working POS rejections, the DAY report can prove your worth**
 1. Run the DAY at the start of the day prior to working rejections
 2. Run your URM after working rejections to total up your reports within RPMS
 3. Run the DAY at the end of the day after working rejections
 4. Subtract the End of the day total from the Start of the day total to see how much you gained by fixing rejected claims.



Example: Clinton Service Unit February 2022

<u>Date</u>	<u>DAY total BEFORE claim correction</u>	<u>DAY total AFTER correction</u>	<u>Increase from Claim Correction</u>	<u>Percentage of Total Collections</u>	
Feb1-2	\$51,638.46	\$90,516.25	\$38,877.79	42.95%	
Feb 3,4,5	\$54,317.89	\$60,112.55	\$5,794.66	9.64%	
Feb 6-9	\$160,947.06	\$178,398.24	\$17,451.18	9.78%	
10-Feb	\$39,193.44	\$42,872.81	\$3,679.37	8.58%	
Feb 11-12	\$58,837.09	\$65,244.76	\$6,407.67	9.82%	
14-Feb	\$52,267.70	\$56,220.75	\$3,953.05	7.03%	
15-Feb	\$43,819.30	\$49,472.93	\$5,653.63	11.43%	
16-Feb	\$37,069.75	\$40,980.35	\$3,910.60	9.54%	
17-Feb	\$34,707.19	\$38,507.43	\$3,800.24	9.87%	
Feb 18-19	\$34,056.63	\$38,677.81	\$4,621.18	11.95%	
Feb 20-23	\$105,226.52	\$116,262.72	\$11,036.20	9.49%	
24-Feb	\$24,402.56	\$30,363.25	\$5,960.69	19.63%	
Feb 25-27	\$54,695.27	\$65,803.41	\$11,108.14	16.88%	
28-Feb	\$72,644.30	\$86,585.56	\$13,941.26	16.10%	
Totals:	\$823,823.16	\$960,018.82	\$136,195.66	13.76%	Average daily increase by working rejections



Totaling approved Prior Authorization (PA) Amounts

- Once PA has been approved and claim has been resubmitted, record the PAID amount for that claim and place on spreadsheet.
- Total your number of PAs approved and dollars collected for monthly totals.
- Shows impact of working PAs.



CSU: Impact from Prior Authorizations

FY 2022		
<u>Month</u>	<u>PA's approved</u>	<u>Initial Collections from PA Approval</u>
21-Oct	40	\$10,294.29
21-Nov	51	\$26,125.29
21-Dec	55	\$27,430.22
January, 2022	64	\$31,654.10
Februaty, 2022	75	\$27,255.43



Totaling resubmitted claim collections from addition of identified insurance

When insurance is identified/entered on a patient file, resubmit claims back to the start date of insurance and note the total collected.

- 90 days on most private insurance and Medicare Part D
- 180 days on Oklahoma Medicaid (states may differ)

Collect totals for day/month/year to show impact of using VGEN report to find uninsured patients to search through Cardfinder and back-bill insurance.



VGEN Search Impact on Collections

YEARLY TOTALS	2015 RX	2015 MEDICAL	2016 RX	2017 RX	2018 RX	2019 RX	2020 RX	2021 RX	2022 RX
MEDICAID	\$30,999.21	\$11,412.00	\$33,181.70	\$68,521.13	\$97,858.81	\$99,912.89	\$142,665.00	\$114,660.00	\$24,912.00
MEDICARE PART D	\$1,872.29	\$0.00	\$2,160.54	\$3,704.31	\$42,563.41	\$6,503.04	\$456.06	\$34,750.50	\$5,497.46
PRIVATE INSURANCE	\$38,864.29	\$0.00	\$44,352.59	\$21,641.16	\$43,542.46	\$36,189.94	\$21,410.35	\$51,595.36	\$9,299.34
TOTAL:	\$71,735.79	\$11,412.00	\$79,694.83	\$93,866.60	\$183,964.68	\$142,605.87	\$164,531.41	\$201,005.86	\$39,708.80
PREVIOUS DATA FROM MONTHLY CHECKS DURING 2013-2014: DETAILED DESCRIPTION LOCATED IN "PTS WITH NO INS PDSA OVERVIEW" ON S:DRIVE									
Q3CY13	\$49,350.38								
Q4CY13	\$36,976.46								
Q1CY14	\$63,120.15								
Q2CY14	\$45,541.23								
Q3CY14	\$12,806.31								
Q4CY14	\$44,610.82								
Total number of patients identified			3,360						
PDSA GRAND TOTAL SINCE INCEPTION			\$1,240,931.19						



Clinton Service Unit Pharmacy Point of Sale Collections

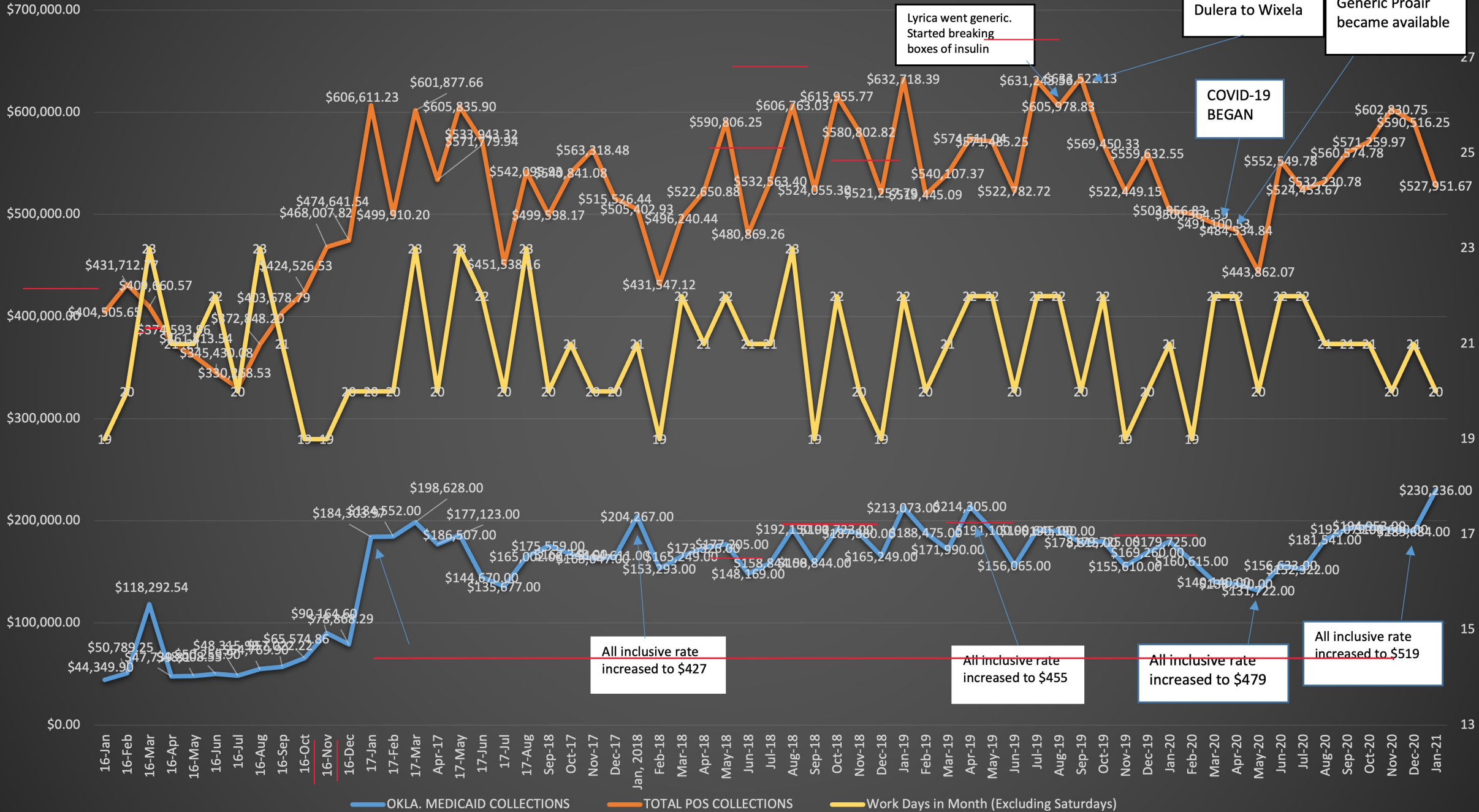




Factors that can affect Pharmacy POS

- POS staffing: more payroll dollars for POS Staff should result in increased collections
- Provider staffing: Lack of prescribers leads to lack of prescriptions filled/billed
- Formulary Changes: cost changes, Prior Authorizations required
- Changes in Reimbursement Rates: Medicaid All Inclusive Rates (AIR)
- Facility closures: holidays, power outages, natural disasters

Oklahoma Medicaid collections vs. Total POS Collections





Live Demonstration of Reports



Questions????

Michael Hunt, DPh, LCDR, USPHS

Phone: 580-331-3351

Fax: 580-331-3555

michael.hunt@ihs.gov



Key Contact and Resource Information

Contact	Purpose	Links
RPMS EHR On-Line Help Files	End-user training/support	Inside RPMS EHR under “Help”
RPMS Feedback	Enhancements requests	https://www.ihs.gov/RPMS/index.cfm?module=feedback&option=add&newquery=1
Listserv (EHR)	Share experiences and questions with other sites	https://www.ihs.gov/listserv/
Tiered Support	Set up/IIS support/Issues/General Support	Elevate through appropriate tiered support structure. 1. Local IT or Informaticist 2. Area IT or Informaticist 3. IT Service Desk- User Support (IHS) ITSupport@ihs.gov or directly via ServiceNow Self Service Portal. At https://www.ihs.gov/itsupport/
Resource and Patient Management (RPMS) Clinical Applications	User manual Technical Manual Install Manual	https://www.ihs.gov/rpms/index.cfm?module=Applications&option=View&A_C_ID=0
RPMS EHR Training Website	End-user training/support	https://www.ihs.gov/rpms/training/
RPMS EHR Training Recording Repository	End-user training/support	https://ihs.cosocloud.com/rpms-tr/event/login.html