Community pharmacy’s future hinges on changing the pharmacy payment model. Get the critical takeaways you need to propel your pharmacy forward.

- **Guidance on how to THRIVE in community pharmacy.** Learn how to prevent and defend against PBM audits, revamp your front end, improve management of cash flow, and much more!
  - Over 22 hours of continuing education for pharmacists and technicians.
  - 25 education sessions led by peers and industry experts, designed to enhance several aspects of your business: accounting, financial management, staff motivation and productivity optimization, marketing, and sales.

- **Lessons from successful peers.** Back by popular demand, Shoot the Breeze™ sessions give you the opportunity to hear and discuss what’s working well for other pharmacy owners and their teams in these non-CE sharing talks.

- **Get pharmacist-provided patient care strategies.** Forward-thinking pharmacists are finding innovative ways to practice in CPESN® networks. Learn how enhanced services can reinvigorate your business.

- **Get a plan.** Return to your business with insights and strategies designed to help expand your business and help you become more profitable.

- **Discover beneficial partnerships.** An expo filled with HOT DEALS on products and technology to further your business success.

- **Bring the conference home with you.** No more forgotten ideas. Online training and resources to assist you and your team after leaving San Diego.

- **New this year – Quick Consults LIVE!** Short 30-minute non-CE presentations to help you discover new niches, profit opportunities, and solutions. Each presentation is interactive and encourages discussion!

- **New this year – Take 5! Cash-Based Service Edition.** Six pharmacy peers will take five minutes to tell you about a revenue-generating service or offering that is working well. You’ll have 10 minutes to interact, ask questions, and offer suggestions. When time runs out, it’s on to the next one. You’ll love this fast-moving 90 minutes of profit pearls.
Everything you need to stand out as a one-of-a-kind destination for personalized care

At Good Neighbor Pharmacy®, we understand and respect what makes your pharmacy unique.

We’ll partner with you to strengthen your defining attributes while keeping your business true to who you are. Our team of specialized experts will help you implement tailored solutions designed to optimize the core value centers of your pharmacy.

To learn more about how Good Neighbor Pharmacy can help you thrive in your community, email gnp@amerisourcebergen.com or visit WeAreGNP.com.

Visit us at Booth #901!
Welcome to San Diego and the NCPA 2019 Annual Convention. I hope you're as excited as I am about this convention. We're gathered with pharmacists, exhibitors, future pharmacists, and friends in one of the most beautiful cities in the country, to explore our shared goal of changing the pharmacy payment model.

Look through this convention program, and you'll see opportunities everywhere. There are speakers to inspire you and education sessions to motivate you. You'll catch up with old friends and meet new ones. You'll hear about new ways to help your patients live healthier lives. You'll get tips to help you boost profits, cut expenses, and bring new patients to your pharmacy.

Listen, share, and keep an open mind. If you do, this convention can transform your pharmacy. It's easy to stay at home and continue to do the same thing day after day. But you made the decision to come to San Diego for solutions. You've come to the right place at the right time. We're talking about changing the pharmacy payment model, but more than that, we are talking about ways to accomplish it. No theories here. Just real solutions you can take home and implement right away.

This convention program guide can help you plan your days. It includes such helpful sections as convention-at-a-glance, daily programming, convention center floor plans, and a list of exhibitors and their booth numbers. Download the free NCPA 2019 App to get the same information. And new this year: a special convention-oriented edition of qAPM.

We're calling it qPM, and it will be in your inbox in the evening every day of the convention.

It has been a privilege and a pleasure to serve as your president in 2018-19. I've met so many innovative and enthusiastic pharmacists and students that I know the future of our profession is in the best possible hands. I want to thank my wonderful family, friends, business partners, pharmacy staff, and the dedicated NCPA team for all they've done to make this a great year.

Best wishes to all of you, now, and in the future. Have a great, productive, and fun convention. Finally, be sure to put next year's convention on your calendar now. It's Oct. 17-20, in Nashville. I'll see you there.

Enjoy San Diego and have a fun and productive convention!

Bill Osborn, PharmD
President, 2018-19

#NCPA2019ANNUALCONVENTION
The popular **Money Machine Grab**, aka the NCPA Passport Game, is back! Meet and speak with Expo exhibitors and you could go home a winner.

**Playing the NCPA Passport Game is easy!**

1. You will receive a passport game card for Sunday and Monday at registration. If you lose your game cards, pick up new ones at the NCPA Registration Desk.
2. During the Expo, visit exhibitors’ booths featured on the passport game cards to learn about their products and services and get your passport stamped by them. All game cards must be completely stamped to be entered into the drawing. (Don’t forget to fill in your identification information on the card!)
3. The drawings will be held on **Sunday and Monday** during Expo hours. Drop your stamped card off at the NCPA Pavilion (Booth 931) by 4:55 p.m. to be entered into the Sunday drawing and 4:25 p.m. to be entered into the Monday drawing. Two names will be picked at random. Winners have five minutes to get to the NCPA Pavilion to participate.
4. The chosen individuals will get a chance to go into the Money Machine and try to grab as many bills as they can in the allotted time. The machine will be loaded with $5,000 in cash, so be prepared to grab and win.

**Note:** The NCPA Passport Game is open to owners/managers and staff pharmacists only. You must be present to win.

**Good luck!**

---

**We are pharmacists who have come together because we have more to offer than the current system asks of us.**

**We have formed a clinically integrated network to express our value and offer the market a different level of patient engagement.**

**We are committed to documenting our care so those we work with can tell we are different and that we truly achieve better outcomes.**

**We are investing in ourselves to make this happen and other like-minded pharmacists are welcome to join us.**

**We are ready to be paid differently and aligned with an enhanced role in patient care.**

Payers who want value and clinical outcomes are encouraged to engage with us.

**We are CPESN.**
The CPESN team also recommends you consider attending these education sessions:

- **Adherence Optimization: Targeting Strategies, Pharmacy VIPs, and Payer Programs**
  - Saturday, Oct. 26, 10:15 – 11:45 a.m.

- **New Ways to Identify and Mitigate Adverse Drug Events and Get Paid for It**
  - Saturday, Oct. 26, 1:15 – 2:45 p.m.

- **Time is Money: Creating Time in Your Current Staffing Model**
  - Saturday, Oct. 26, 1:15 – 2:45 p.m.

- **Ensuring Terms in Non-Dispensing Contracts Work for You**
  - Sunday, Oct. 27, 8 – 9:30 a.m.

- **Community Health Worker: The Staff Position You Never Knew You Needed**
  - Sunday, Oct. 27, 8 – 9:30 a.m.

- **Care Planning: The Key to Thriving and Surviving**
  - Monday, Oct. 28, 7:30 – 9:15 a.m.

- **Caring for Patients on Opioids**
  - Tuesday, Oct. 29, 10:15 – 11:45 a.m.

Here at the NCPA Annual Convention, you can get all the updates on the growth of CPESN® Networks. The facing page lists CPESN events being held in conjunction with this year’s Convention. Join in the conversation about how the local CPESN network in your area is moving forward.

Be sure to visit the CPESN® team at the NCPA Pavilion on the Expo Floor to get involved and get your questions answered.

#NCPA2019ANNUALCONVENTION
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Tony P. Welder, Bismarck, N.D.
Charles M. West, Little Rock, Ark.
Lonny D. Wilson, Edmond, Okla.

Name Badges
Please remember that you must wear your name badge at all times during convention activities. Your badge is your passport to all educational sessions, exhibits, and social functions. No one will be admitted to any function without an official badge. If you lose your badge, the fee for a replacement will be $25.

Concentration Location
The registration area, service desks, offices, educational offerings, NCBA Expo, meetings, and most social functions are located in the San Diego Convention Center. You will find detailed information in this program for venue/meeting room locations and times for all official convention activities. Check the NCBA 2019 mobile app each day for updates and last-minute changes.

Registration
NCBA convention registration is located on the Ground Level – Lobby AB of the San Diego Convention Center.

Opening Night Reception
All registered attendees will be able to attend the Opening Night Reception on Saturday, Oct. 26 from 6:30 – 8:30 p.m. in the West Terrace of the convention center located on the upper level floor. Guests may purchase individual tickets to the reception for $75 each at the NCBA Registration Desk, located on the

General Information

Monday, Oct. 28
10 a.m. – 6 p.m.

Tuesday, Oct. 29
7 a.m. – 3 p.m.

Registration Desk
Located on the

NCBA 2019 ANNUAL CONVENTION
#NCBA2019ANNUALCONVENTION
NCPA Mission

We are dedicated to the continuing growth and prosperity of independent community pharmacy in the United States.

We are the national pharmacy association representing the professional and proprietary interests of independent community pharmacists and will vigorously promote and defend those interests.

We are committed to high-quality pharmacist care and to restoring, maintaining, and promoting the health and well-being of the public we serve.

We believe in the inherent virtues of the American free enterprise system and will do all we can to ensure the ability of independent community pharmacists to compete in a free and fair marketplace.

We value the right to petition the appropriate legislative and regulatory bodies to serve the needs of those we represent.

We will utilize our resources to achieve these ends in an ethical and socially responsible manner.

NCPA Foundation/Partners in Pharmacy
Celebrating more than 50 years of service, the NCPA Foundation is sponsoring a number of activities and programs during the convention that are designed to advance independent community pharmacy and recognize volunteers, students, pharmacy school faculty, and pharmacists who have exhibited exemplary leadership or have made exceptional contributions to independent pharmacy. These include the Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition, John W. Dargavel Medal Award, Preceptor of the Year Award, NARD Ownership Award, and an awards ceremony honoring Student Chapter of the Year, Outstanding NCPA Faculty Liaison of the Year, and scholarship recipients. Partners in Pharmacy: PIP is an auxiliary organization that supports NCPA and the NCPA Foundation. Since 1915, PIP has awarded scholarships to pharmacy students. Stop by the NCPA Foundation booth (1029) and the PIP booth (1027) in the exhibit hall to learn more about the foundation and PIP.

Sunday Worship Service
A non-denominational worship service will be offered on Sunday, Oct. 27 from 7:15 – 8:15 a.m. in Room 4 of the San Diego Convention Center.

Emergencies
If you, or someone you know, is experiencing a medical emergency during the NCPA 2019 Annual Convention, please dial 911 for medical assistance. To report an emergency during convention activities, please go to the NCPA convention registration area, located in the Level 1 Lobby of the San Diego Convention Center.

Lost and Found
To inquire about lost items, please check at the NCPA registration desk, located in the Level 1 Lobby of the San Diego Convention Center.

Smoking Policy
Smoking during the NCPA 2019 Annual Convention is prohibited indoors at all facilities.

Cell Phones
To ensure a quiet environment in educational sessions, all cell phones should be turned off or set to silent mode. Please leave the business education area to conduct calls. Thank you for your cooperation.

Child Care Arrangements
Please note that NCPA does not permit the presence of children in educational sessions or the exhibit hall. In order to enter the NCPA Exhibit Hall, children under age 16 must be accompanied by an adult at all times.

To inquire about child care arrangements during the NCPA Convention, please check with your hotel concierge, who can provide a list of licensed, bonded, San Diego-area child care services and organizations and their contact information. Advance reservations are strongly recommended.

Information Desk
Convention attendees who have questions about sessions, events, hotel, registration, local directions, etc., may ask at the NCPA Information Desk, located in the NCPA Convention registration area on the Ground Level – Lobby AB of the San Diego Convention Center.

NCPA Member Services/Bookstore Pavilion
Visit the NCPA Member Services/Bookstore Pavilion, located in the center of the NCPA Exhibit Hall and take advantage of the benefits NCPA membership has to offer. Discover how the latest NCPA products and services can help you make your practice a greater success, take advantage of convention discounts, and find out how to use the NCPA website to access your member profile. There will also be an NCPA Membership Central Lounge in the registration area so that attendees will have total access to these products and services throughout the convention. NCPA representatives will be available to answer your questions and take orders. Members and non-members are encouraged to visit the NCPA Member Central Lounge and talk to staff, learn about NCPA, and find out how to get more involved in the association.

NCPA Foundation
Complimentary Wi-Fi access is available for Convention attendees throughout the NCPA function space within the San Diego Convention Center, except for the Exhibit Hall.

Network username: NCPA Password: NCPA2019

YOUR DATA

SAVE YOUR DATA

NCPA 2019 ANNUAL CONVENTION

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Complimentary Wi-Fi access is available for Convention attendees throughout the NCPA function space within the San Diego Convention Center, except for the Exhibit Hall.
Access online CE credit and open new doors to free home study CE, a complete personal CE tracking system, and much more on NCPA Learn, or www.ncpalearn.org.

Step 1
Go to the conveniently located NCPA CE Central. CE Central is located near the NCPA convention registration desk on the Ground Level-Lobby AB of the San Diego Convention Center. Log on to www.ncpalearn.org.

Step 2
If you are already a registered user, log in using your username and password. If you are a NEW user, click “Login” on the top right corner of the site. Once the new page opens to log in, you will need to choose “Click Here” to register to create a FREE account.

Step 3
After logging in, click on NCPA Annual Convention under Live Meetings. Click on the Launch button on the right side of the page. Enter your e-Profile ID and DOB (MMDD). Submission of your e-Profile ID and DOB is required in order to obtain credit for the CE sessions you attended. If you don’t have your e-Profile ID, please go to www.cpemonitor.com and register.

Step 4
Enter access code: ncpa2019

Step 5
Check the box next to each session attended; you will be required to complete a brief online evaluation. Once you have selected your sessions, click launch on the first selection to start the evaluation process.

If you experience any difficulty accessing the online evaluation form, there will be NCPA personnel on hand to assist you.

You will only have four weeks to submit your online evaluation for the program. Your CE activity will be submitted to NABP for the CPE Monitor System immediately after the four-week deadline for the online evaluation submission of the program.

Social Media
Join the NCPA 2019 Annual Convention conversation! Post your photos and/or videos to social media and use the hashtag #NCPA2019AnnualConvention. Be sure to tag NCPA (@commpharmacy) and follow for the latest news and updates too!
Thank You
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AS OF 9/30/2019

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Discover solutions to expand your practice while making your current locations even more successful. Learn new ideas for your business at one of our educational programs (both CE and non-CE) or our intimate networking sessions with select companies showcasing the latest technology, services, and products to help you succeed. Perfect for current multi-store owners, or those who want to be.

www.ncpanet.org/multiplelocations

Registration opens Wednesday, Nov. 13, 2019

SAVE THE DATE
FEB. 19-22, 2020
FORT MYERS
MULTIPLE LOCATIONS PHARMACY CONFERENCE

Invited Guests

REPRESENTATIVES FROM THE FOLLOWING ORGANIZATIONS HAVE BEEN INVITED TO ATTEND THE NCPA 2019 ANNUAL CONVENTION.

Academy of Managed Care Pharmacy
Accreditation Council for Pharmacy Education
American Association of Colleges of Pharmacy
American Association of Pharmaceutical Scientists
American Association of Pharmacy Technicians
American College of Apothecaries
American College of Clinical Pharmacy
American Diabetes Association
American Foundation for Pharmaceutical Education
American Heart Association
American Medical Association
American Pharmacists Association
American Society for Automation in Pharmacy
American Society for Pharmacy Law
American Society of Consultant Pharmacists
American Society of Health-System Pharmacists
Association for Accessible Medicines
Biotechnology Industry Organization
Board of Pharmaceutical Specialties
Chain Drug Marketing Association Inc.
College of Psychiatric and Neurologic Pharmacists
Community Pharmacy Foundation
Consumer Healthcare Products Association
Family Caregiver Alliance
Federation of Pharmacy Network
Food and Drug Law Institute
Food Marketing Institute
Grocery Manufacturers Association
Health Industry Distributors Association
Healthcare Distribution Management Association
Hematology/Oncology Pharmacy Association
International Academy of Compounding Pharmacists
National Association of Chain Drug Stores
National Alliance of State Pharmacy Associations
National Association of Boards of Pharmacy
National Association of Convenience and Fuel Retailing
National Association of Medicaid Directors
National Association of Specialty Pharmacies
National Council for Prescription Drug Programs
The National Council on Aging
National Governors Association
National Grocers Association
National Pharmaceutical Association
National Pharmaceutical Council, Inc.
National Quality Forum
National Retail Federation
Neighbourhood Pharmacy Association of Canada
Personal Care Product Council
Pharmaceutical Research and Manufacturers of America
United States Pharmacopeia
Welcome to San Diego!

With its year-round warm climate, 50 miles of sun-soaked coastline and world-famous attractions, San Diego is a top tourist destination. But this Southern California metropolis with a laid-back vibe is also home to cutting-edge businesses in life sciences, genomics, biotechnology, telecommunications, Smart City technology, software, electronics, and other major innovative industries. Known as “America’s Finest City,” San Diego is famous for its miles of white sand beaches and amazing weather.

The city offers an abundance of fun attractions for visitors of all ages. Boasting a citywide population of more than 1.3 million and more than 3 million residents county-wide, San Diego is California’s second largest city and eighth-largest in the United States. San Diego County is made up of 18 cities and towns along with other charismatic neighborhoods and communities, such as Carlsbad, Coronado, Del Mar, downtown San Diego’s Gaslamp Quarter, Point Loma, Chula Vista, Old Town, La Jolla, and North Park.

We offer pharmacists a partner in the world of compounding.

You’re already making a difference in patients’ lives, now let us help you take your compounding practice to the next level.

To learn more about PCCA membership, visit us at booth #911. Also, join us for breakfast on October 28 at 7:30 a.m. in Room 8 of the San Diego Convention Center.

#NCPA2019ANNUALCONVENTION
San Diego is renowned for its incredible climate, which is characterized by warm, dry summers and mild winters, with most of the annual precipitation falling between December and March. The average temperature in late October is 70 degrees. America’s Finest City also showcases many popular attractions for the whole family to enjoy. Some of these include Sea World San Diego, LEGOLAND California, the world-famous San Diego Zoo, the Cabrillo National Monument, Balboa Park, several casinos, and many historic parks and museums.

San Diego is home to a number of sports teams, ranging from college athletics to professional. MLB’s Padres take center stage as the only professional team in the city. The San Diego State University Aztecs and the University of San Diego Toreros are NCAA Division I schools, while the University of California, San Diego Tritons partake in the NCAA Division II athletic events.

San Diego’s economy relies on military, research, manufacturing, and biotechnology. San Diego has been heavily involved in military and defense since the days of World War II, and it currently hosts the largest naval fleet in the world. Tourism is also a major industry. The city annually hosts more than 30 million visitors. San Diego is also home to several major producers of wireless cellular technology, such as Qualcomm and LG Electronics. Because of UCSD and other research institutions, biotechnology & life science has made a large presence in the area. There are more than 400 biotechnology companies in the region alone. There are so many reasons San Diego is consistently rated as one of the top vacation convention and vacation destinations in North America. Whether you are looking for a place to relax, energize, or be entertained, San Diego offers the perfect setting.
NCPA House of Delegates Agenda

Tuesday, Oct. 29, 2019

8 a.m. Call to Order
NCPA President Bill Osborn

Parliamentarian
Kirk Overbey, PRP

Invocation
Hugh Chancy

Report of the NCPA Foundation
Jerry Shapiro, president

Report of the NCPA Board of Directors
Michele Belcher, chairman

Report of the Committee on Credentials
William Scharringhausen, chairman

Report of the Committee on Compounding
Kristen Riddle, chairman

New Business

Report of the Committee on Emerging Models
Christian Tadrus, chairman

Report of the Committee on Long-Term Care
Jonathan Marquess, chairman

Report of the Committee on National Legislation and Government Affairs
Justin Wilson, chairman

Report of the Committee on State Legislation
Hashim Zaibak, chairman

Report of the Committee on Technology
Michael Kim, chairman

Election and Installation of Newly Elected Officers
Administration of oath of office to new officers by Immediate Past President David Smith

Introduction of New 5th Vice President
To be announced

Remarks of New Vice President
To be announced

Introduction of 2019-2020 President
Sahag Boyajian

Acceptance Address
Brian Caswell

Special Announcements

Adjournment

Please refer to page 64 in the Daily Programming listing for full CE information and learning objectives for the House of Delegates.
Visit the Merck Exhibit Booth #501 for Information About Merck Product Theaters

The Burden of Pneumococcal Disease and Risk Management in Adults with Diabetes

Saturday, October 26, 2019
Noon | 7AB Ballroom

Adults and HPV: Do You Know the Facts?

Monday, October 28, 2019
11:30 AM | 11AB Ballroom
MEDCOAT® is an amazing new product that will revolutionize the way you take medications. MEDCOAT covers pills and capsules with a coating camouflaging the bad taste of any medicine. It’s sugar free and has no artificial flavors or colors added. This coating stimulates saliva production aiding in the swallowing process. The special coating applicator is easy to use and can work on any size shaped pill or capsule. MEDCOAT alleviates the need of crushing tablets or adding flavoring which can alter medicines efficacy.

**NATURAL GREAT TASTE**
- MEDCOAT covers pills and capsules with a coating camouflaging the bad taste of any medicine.
- Sugar, Soy and Gluten Free
- No artificial flavors or colors added.

**Efficacy**
- Pills and capsules are covered in a slippery coating making it easy to swallow them.
- Perfect for coating pills with sharp edges or ones that have been halved or quartered.
- The special coating applicator is easy to use and can work on any size and shape of pill or capsule.
- Alleviates the need of crushing pills or adding flavoring which can alter medicines efficacy.

**SAFETY**
- Contains only food ingredients that are not known to interact with drugs.
- No known contraindications with any drugs.
- Many pills should not be crushed and using MEDCOAT will allow many patients to take the pill without the needing to do this first.

**ADDED BENEFITS**
- Helps patients take the right dose of their prescribed medications by alleviating the need to crush or cut pills.
- Encourages patients to complete their prescribed and non-prescribed medicine regimens.
- One MEDCOAT applicator can coat up to three pills depending on the size.
- Allows doctors to prescribe the pill version of a patient’s medication rather than the liquid form, which is often bad tasting and dosed improperly.

**Ordering Information**

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>1018514</td>
<td>Citrus Flavor (lemon/lime)</td>
</tr>
<tr>
<td>1018515</td>
<td>Strawberry Flavor</td>
</tr>
<tr>
<td>1018513</td>
<td>Cola Flavor</td>
</tr>
</tbody>
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Call us today to place your order or for a free sample at 1-888-832-0322, M-F: 8:00 a.m. – 4:30 p.m. ET. www.medcoatusa.com.
Business Education
Speaker Profiles

Amina Abubakar, PharmD, AAHIVP, owner, RxClinic Pharmacy, Charlotte, N.C. Amina is a leader in community pharmacy, always finding a way to implement new services into her business and advance the profession. She has cracked the code and is operating a successful pharmacogenomics program. Amina is an advocate in this space and was recently invited to the White House Office of Science and Technology Policy and to the FDA to discuss the role of pharmacists in pharmacogenomics.

Steve Adkins, PharmD, owner, Health Park Pharmacy. Steve has grown his packaging program to well over 1,000 patients by working with home health agencies, discharge nurses, and social workers from nursing facilities.

Caitie Brown, PharmD, PGY-1 resident, Shaver Pharmacy & Compounding Center. Caitie is a graduate of Samford University McWhorter School of Pharmacy, is currently completing a PGY-1 community-based residency at Idaho State University, and is the network liaison for CPESN-ID. She is conducting a research project on the current opioid workflow at Shaver Pharmacy & Compounding Center and is directly embedded in the clinical workflows of the pharmacy.

Kathy Campbell, PharmD, owner, Medicap Pharmacy. Developing a private label in her single pharmacist practice allows Kathy to ensure that when she works with patients to achieve optimal health, they can walk out of store with her reliable, quality product and keep coming back for more. Kathy’s expansion into private label products has allowed her to improve patients’ health and the pharmacy’s supplement profits.

A.J. Day, PharmD, clinical pharmacist and vice president of clinical services, PCCA. A.J.’s practice focus areas include veterinary compounding, aseptic compounding, pain management, compounding techniques, and regulatory affairs. A.J. serves on the IACP Board of Directors and the National Community Pharmacists Association Compounding Committee.

Katherine I. Funk, Washington, D.C. co-managing partner, Lewis Brisbois Bigaard & Smith. Katie has more than 25 years of experience successfully navigating antitrust and business issues on behalf of her clients. Katie works with health care clients on the formation and operation of clinically integrated networks, the buying and selling of provider practices, and other health care system transactions.

Lorri Gebo-Shaver, PharmD, owner, Shaver Pharmacy & Compounding Center. In her role as CPESN Idaho luminary, Lorri has worked to create awareness and forge opportunities with ACOs, hospitals, health plans, and Medicaid. She is a leader in her state with the adoption of eCare plan documentation into workflow, especially when applied to pharmacist-led opioid education for patients.

Arthur Greeno, Chick-fil-A owner and operator. Arthur is the owner and operator of two Chick-fil-A restaurants in Tulsa, Okla., an Amazon best-selling author, a mentor, and a coach. Chick-fil-A believes customer service means “to serve,” and Arthur trains his team to do just that. Teaching his team and others about how to honor their guests is an integral part of his business model. Arthur speaks across the nation about his story of leadership, marketing, and overcoming odds throughout life.

Explore our booth to learn more.

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Speaker Profile
Melody L. Hartzler, PharmD, BCAACP, BC-ADM, family medicine clinical pharmacist and associate professor of pharmacy practice, Cedarville Pharmacy. Melody’s primary practice interests are diabetes, pulmonology, and integrative/functional medicine. She has developed an integrative medicine service in her clinical practice in family medicine and has a blog focused on incorporating this approach into chronic disease state management. Melody also uses her blog, PharmToTableLife, as a platform to educate patients and healthcare providers about this practice.

Dylan Herr, quality assurance and regulatory affairs manager, Eagle Analytics. Dylan oversees Eagle’s Quality Assurance and Quality Control functions of Eagle’s operations and is a regulatory consultant to SOSA compounding pharmacies. Dylan has led pharmacies through NABP, BOP, and FDA inspections and helped them achieve ACHC and PCAB accreditation.

Calvin H. Knowlton, BScPharm, MDiv, PhD, CEO, chairman, and founder, Tabula Rasa HealthCare. One of Calvin’s companies, CareKensis, is the first national PACE medication risk mitigation company. Calvin has authored and co-authored textbooks, chapters, and articles focused on the role and responsibility of pharmacists in the outcomes of patient-centered medication care.

Richard Logan, Jr., PharmD, co-owner, L&S Pharmacy. Richard and his son, Tripp, have worked to train their technician staff members as community health workers and utilize these individuals as an extension of their pharmacy to improve care coordination and save patient lives.

Mark McCurdy, RPh, owner, Mark’s Pharmacy. Mark is a luminary of CPESN Nebraska and one of the leaders in the nation for submitting care plans. The Mark’s Pharmacy team believes quality care means more than just prompt filling of prescriptions. This dedication to quality and patient care has led to care offerings and services that have helped establish Mark’s Pharmacy as a leader in pharmacy patient care.

Carrie Meigs, partner, Lewis Brisbois Bisgaard & Smith. Carrie is a health care attorney with over 20 years of experience representing health care providers in the issues that matter to them. In her practice, she has developed an approach that allows her to advise health care providers with respect to the legal, regulatory, and business considerations that they face in their practices, all with an understanding of the importance of building and maintaining a health care practice where patients receive excellent care. Because Carrie has seen the long term impacts on her clients of poorly negotiated contracts and other business arrangements, she is able to offer clients a proactive approach to managing the business side of a health care practice.

Jessica Mills, PharmD, MBA, owner, Owensboro Family Pharmacy and Wellness. Determined to help a sick loved one who had exhausted traditional treatment options, Jessica learned everything she could from her state board of pharmacy, department of agriculture, and local growers on how to provide safe hemp products to her patients. She is adamant about stocking high-quality products and educating patients on hemp-based products.

Steve Moore, PharmD, owner, Condo Pharmacy. Steve never misses an opportunity to share how abusive PBM practices are impacting patient lives and his business with his community, legislators, and press. He has been quoted in local media, industry publications, and also in the New York Times.
Shanna O’Connor, PharmD, assistant professor, College of Pharmacy at Idaho State University. Shanna is on the faculty at Idaho State University College of Pharmacy and the lead network facilitator for CPESN-ID. She is an expert in innovative non-dispensing service development and delivery in community pharmacies; is a consultant for workflow integration for community pharmacists in Idaho and Alaska, and has directly cared for patients with complex pain management concerns.

Richard Ost, RPh, owner, Philadelphia Pharmacy. Richard’s pharmacies have had great outcomes with PBM audits. His pharmacies regularly receive “NO CHANGE” audit results. Richard credits his workflow, staff, and the proactive audit review process for the success.

Eric Pachman, president, 46brooklyn. Eric formed 46brooklyn to find answers to his questions about the convoluted prescription drug supply chain and share his learnings along the way. Through analyzing U.S. drug pricing data, his company has shown millions of dollars of misuse in the Medicaid programs.

Karla L. Palmer, director, Hyman, Phelps & McNamara. With 27 years of experience as a litigator, Karla is an expert on DEA and FDA enforcement and litigation matters. Palmer advises clients throughout the supply chain – from manufacturers and distributors to outsourcing facilities, pharmacies, and doctors – on a range of issues including DEA and FDA regulations and guidance, government inspections and investigations, warning letters, consent decrees, and administrative and federal proceedings.

Michelle Pattengill, certified pharmacy technician/community health worker, L&S Pharmacy. In the few short months of becoming a community health worker, Michelle has addressed hundreds of interventions using her additional skill sets that have improved and saved patient lives.

Bryan Prescott, PharmD, MBA, director of business coaching, PCCA. Bryan works to provide clients financial analysis, marketing, and human resource expertise. Before joining PCCA, Bryan was PIC and operations manager of LTC at Pharmcare in Pearland, Texas. He is a frequent presenter on pain, palliative care, wound, scar, ENT, and marketing.

Dared Price, PharmD, co-owner, Graves Drug Stores. After seeing the business impact of a med sync program with 900 patients, Dared and his wife, Renee, made growing their med sync program a wildly important goal of their business, and the program is still growing.

Jason Rapert, Arkansas state senator. Sen. Rapert was influential in passing the first bill in the U.S. to permit state-level regulation of pharmacy benefit managers by the state insurance commissioner. He is a vocal proponent for state PBM regulation. Under his leadership as president of the National Council of Insurance Legislators, the organization adopted the Arkansas framework as their PBM model legislation. To date, almost a quarter of the states have introduced legislation modeled after the NCOIL bill.

Susan Rhodus, RPh, senior vice president, contract administration, Gerimed. Susan has been a leader in the long-term care industry for more than 30 years and is a leading advocate for medical-at-home services.

IMPLEMENTING SHINGRIX
NOW PLAYING AT A THEATER VERY NEAR YOU

Get in-depth information on the SHINGRIX clinical profile, counseling patients, and more

HOSTED BY: Brian Tieu, PharmD Health Outcomes Liaison

TIME: Saturday, 12:00—1:00 PM

LOCATION: SHINGRIX Presentation Theater, Room 11AB

Lunch will be served

Also visit us at Booth #807

#NCPA2019ANNUALCONVENTION
Shelley Roberts, PharmD, owner, Grassroots Pharmacy. Opening their pharmacy in 2017, Shelley and her husband have worked tirelessly to be a wellness hub for their community, which has included private-labeling products. Putting Grassroots’s name on supplements, protein powders, coffee, and even candles, has allowed them to provide quality products to their patients that they can’t get anywhere else – keeping patients and profits in their store!

Brittany Sanders, PharmD, co-owner, The Pharmacy at Wellington. After working for a big-chain pharmacy, Brittany and co-owner Nick Dziurkowski were convinced that they could provide patients with better medication and health-related care at a locally-owned pharmacy, where they would not be restricted by corporate policies and be able to give a superior level of service. From this initial concept in December 2014, to the grand opening in November 2015, to today, this belief forms the foundation of the company values at The Pharmacy at Wellington.

Gabe Trahan, NCPA senior director, Store Operations and Marketing. Gabe has worked with hundreds of community pharmacies of all sizes to help them improve their image and ultimately boost front-end profits. From conducting in-store and virtual consultations to presenting at educational workshops and writing extensively on front-end retailing, Gabe has established himself as the leading expert in effective and innovative front-end design and merchandising.

Ollin B. Sykes, CPA, CITP, CMA, president, Sykes & Company, P.A. For more than 35 years, Ollin has been helping independent pharmacies grow their financial wealth. Ollin is intricately involved in all aspects of the business with a concentration in tax, business advisory services, and technology consulting for independent pharmacies and their owners.

Scott W. Sykes, CPA, Sykes & Company, P.A. Scott works directly with pharmacy owners, assisting with day to day accounting and tax compliance issues. He is also active in year-end payroll preparation, tax planning, and individual and corporate tax preparation for pharmacy owners and businesses.

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A.J. Day: clinical pharmacist and vice president of clinical services, PCCA
Melody L. Hartley: owner, PhamtisTable, LLC (supplement sales)
Calvin H. Knowlton: CEO, Tabula Rasa HealthCare (tech-based medication management solutions)
Bryan Prescott: director of business coaching, PCCA

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Kathy Campbell
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Katherine L. Fulk
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Richard Logan, Jh
Mark McCurdy
Carra Meigs
Jessica Mills
Steve Moore
Shanna O’Connor
Kara L. Palmer
Michelle Pattengail
Derek Price
Jaron Rapert
Suzan Rodin
Josh Rimany
Shelley Robbins
Brittany Sanders
Jon Schallert
Lisa Schwartz
Ollin B. Sykes
Scott W. Sykes
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Saturday, October 26

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<tr>
<td>7:30 – 9 a.m.</td>
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<td>Product Theaters</td>
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<td>5:30 – 6:30 p.m.</td>
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<td>NCPA First-Timers Reception</td>
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<td>6:30 – 8:30 p.m.</td>
<td>NCPA Opening Night Reception (Sponsored by McKesson)</td>
<td>West Terrace – Upper Level</td>
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<tr>
<td>7 a.m. – 6 p.m.</td>
<td>CPA Board Meeting</td>
<td>Torrey Pines 1-2</td>
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<td>7:30 a.m. – 12:30 p.m.</td>
<td>Pharmacists’ Farming Services, Inc. and the ACA Foundation Breakfast Symposium</td>
<td>San Diego Ballroom – Salon C</td>
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<tr>
<td>8 a.m. – Noon</td>
<td>CPESN Payer Engagement Workshop (Registration Required)</td>
<td>Pacific Ballroom 14-17</td>
</tr>
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<td>CPESN Business Meeting (Registration Required)</td>
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7 a.m. – 8:30 a.m.  NCRA Registration Ground Level – Lobby AB

7:30 a.m. – 1 p.m.  NCRA Foundation Board Meeting Marriott Marquis – Runcha San Fe 2 Room

9 a.m.  Student Pharmacist Program Challenge Showcase Marriott Marquis – Grand Ballroom, Salon 5 Learn about the various challenges available for your chapter to participate in, from both SLC members and teams that have won the challenges in years past. Included in the showcase are the Legislative Advocacy Challenge, Community Health Challenge, Simplify My Meds Challenge, and the Business Plan Competition. This will be an interactive showcase, and one that you won’t want to miss!

9 – 10 a.m.  Business Education DEA Updates 2019 Ballroom 6C To say that compliance with DEA regulations in your community pharmacy is important would be a huge understatement, the impact of a DEA audit on your business could be critical. This session will provide very timely updates on DEA’s actions to address prescription drug abuse and diversion, electronic prescribing of controlled substances, drug disposal, registration fees, inspections and controlled substance monitoring, and strategies for pharmacists and their teams to use to comply with the corresponding responsibility rule for verifying prescriptions.

Pharmacist and Pharmacy Technician Learning Objectives:
1. Discuss the scope of the prescription drug abuse problem in the United States.
2. Identify ways that prescription controlled substances are being diverted from the pharmaceutical supply chain.
3. Identify areas where DEA, local law enforcement and pharmacists can work together to curb prescription drug abuse.

ACPE UAN: 0027-0000-10-301-L02-P
ACPE UAN: 0027-0000-10-301-L02-T
10 contact hours (0.1 CEUs)
Activity Type: Knowledge-Based

10 – 11 a.m.  Student Pharmacist Program Emerging Entrepreneurs Marriott Marquis – Grand Ballroom, Salon 8 Engage with a panel of current independent community pharmacy entrepreneurs who made their mark as owners at a young age. Hear about the diverse entrepreneurial career paths within pharmacy and the secrets to their success in such a short amount of time.

Speakers: T’Bony Jewell, PharmD; Brian Meneses, PharmD

10:15 – 11:45 a.m.  Business Education Adherence Optimization: Targeting Strategies, Pharmacy VIPs, and Payer Programs Ballroom 6C Offering a med sync program is one thing; making it a core tenet of your business is another. You need a critical mass of patients enrolled to achieve inventory, cash flow, and other operating efficiencies. Grow your program strategically by targeting interventions for your most important patients.

Love it or hate it, adherence payer programs can make or break your pharmacy’s bottom line. Learn how to get the numbers to work in your favor with this program. Join your peers to discuss tested methods for maximizing your pharmacy’s adherence return on investment.

Speakers: Carlie Taylor, PharmD, NCRA associate director of strategic initiatives; Dered Hicks, PharmD, co-Owner, Graves Drug Stores.

Pharmacist and Pharmacy Technician Learning Objectives:
1. Discuss adherence incentive programs from third party payers.
2. Write an adherence program patient enrollment SMART goal for your pharmacy.
3. List benefits to using targeted enrollment on your pharmacy practice.

ACPE UAN: 0027-0000-10-301-L04-P
ACPE UAN: 0027-0000-10-301-L04-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

11 a.m. – noon  Student Pharmacist Program Options for Finding a Pharmacy to Buy Marriott Marquis – Grand Ballroom, Salon 8 Discuss ways to find a pharmacy for purchase as well as the resources available to you through your wholesaler.

Speaker: Chris Cella, national vp, RxOwnership

Noon – 1 p.m.  Student Pharmacist Program Student Networking Lunch Marriott Marquis – Grand Ballroom, Salon 5 Network with representatives from McKesson’s RxOwnership, as well as representatives from the Student Leadership Council and students from across the country.

Noon – 1 p.m.  Product Theater The Burden of Pneumococcal Disease and Risk Management in Adults with Diabetes Presented by Merck (Non-CE) Room 7-AB

• Understand how certain chronic conditions can increase the risk for the development of pneumococcal disease.
• Review CDC recommendations for pneumococcal disease in adults <65 years with certain chronic conditions.
• Review efficacy and effectiveness data in patients at risk for pneumococcal disease.

Speaker: Denise Stanley, BPh, vaccines and travel health specialist, Publix Pharmacy

NEW THIS YEAR: NCRA will be presenting business plan competition certificates and plaques.

Doug Hoey, MBA, Pharmacist, NCRA CEO
Bill Osborn, PharmD, NCRA president
Amy Corcoran, Alliance Residential Company national trainer

Saturday, October 26

7 a.m. – 8:30 p.m.  NCRA Registration Ground Level – Lobby AB

7:30 a.m. – 9 a.m.  Student Pharmacist Program Challenge Showcase Marriott Marquis – Grand Ballroom, Salon 5 A mix of learning how to develop leaders within your chapter from a national manager trainer and an opportunity to network and connect with officers from your region and Student Leadership Council representatives. Hear how to manage your chapters and how to motivate others to want to work hard for you.

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• Review efficacy and effectiveness data in patients at risk for pneumococcal disease.

Speaker: Denise Stanley, BPh, vaccines and travel health specialist, Publix Pharmacy
Implementing Shingrix (Zoster Vaccine Recombinant, Adjuvanted) (Non-CE)
Presented by GSK
Room 11-AB
Learn best practices for incorporating the administration of 2-dose SHINGRIX into your pharmacy workflow. This session will include an overview of shingles, the clinical profile of SHINGRIX, tips for implementing SHINGRIX, and SHINGRIX counseling tips for your patients.

Speaker: Brian Tieu, PharmD, health outcomes

Making Your Mark with Private Label Vitamins and Supplements (Non-CE)
Sponsored by Vince Ballroom 6E
Supplements and vitamins are a nearly $37 billion industry and, for pharmacies, one of the largest profit margin producers. Are you taking full advantage of these OTCs at your pharmacy? It’s time to put a stop to sales slipping to retail sharks on the internet. With a private label, these products will point customers to your home page. Learn from a panel of experts what it means to have a private label, how they began to develop their own brand, and how this has improved their practice and profits. It’s time to bust the myths surrounding private label products – this category isn’t just for some, it’s for all!

Speaker: Kathy Campbell, PharmD, owner, Medcap Pharmacy; Josh Binney, RPh, FACA, owner, Dilworth Drug and Wellness Center; Shelley Roberts, PharmD, owner, Grassroots Pharmacy; Gabe Trohan, NCPA senior director of store operations and marketing.

New Ways to Identify and Mitigate Adverse Drug Events and Get Paid for It (Non-CE)
Ballroom 6C
What’s more valuable than knowing common drug side effects and adverse reactions? Understanding how the problem occurs and solving it for the patient and payer. Genetics, body systems, pharmacodynamics, and even dosing times all play a factor in how a medication works for a particular patient. In this session, examine practical strategies to reduce - or even circumvent - adverse drug events by utilizing personalized medicine and the principles you were taught in pharmacy school to get to the root cause.

Speaker: Calvin H. Knowlton, BScPharm, MDiv, consultant Pharmacist and Pharmacy Technician Learning Objectives:
1. Review basic metabolic pathways and pharmacokinetic principles for drug activation and elimination.
2. Identify common drug combinations that increase a patient’s risk of adverse drug events.
3. Discuss strategies for mitigating adverse drug events in a community pharmacy setting.

Activity Type: Knowledge-Based

Time is Money: Creating Time in Your Current Staffing Model (Non-CE)
Ballroom 6D
Ready to start a new service in your pharmacy, but can’t seem to find time or a staff member who isn’t too busy? Think you need to hire a new team member just to get new services off the ground? Can’t seem to get your current staff engaged in new clinical ideas? Learn how to maximize staff productivity thereby helping you add a new service to your pharmacy. From this program, you will also know when the time is right to hire another staff member.

Speaker: Travis Wolff, PharmD, BCACP, co-owner of Mid-World Pharmacy.
Pharmacist and Pharmacy Technician Objectives:
1. Discuss strategies for reallocation of tasks based on staff’s different training, qualifications, and certifications to allow everyone to practice at the top of their license.
2. Identify financial targets when implementing new services, using your data to budget energy, resources, and needs.
3. Discuss ways to evaluate yields from non-dispensing services.

Activity Type: Knowledge-Based

1:15 – 2:45 p.m.
Business Education

1:15 – 2:45 p.m.
Business Education

1:15 – 2:45 p.m.
Business Education

1:15 – 2:45 p.m.
Business Education

1:30 – 3:30 p.m.
Student Pharmacist Program

16th Annual Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition Ballroom A
Three schools will be vying for the top spot at the 16th Annual Good Neighbor Pharmacy NCPA Pruitt-Schutte Student Business Plan Competition. Come and see the excitement around the live presentations of the annual business plan competition. The top spot earns them a chance to win cash for their school and a complimentary trip to the NCPA Multiple Locations Conference in Florida in late February 2020. For the fifth consecutive year we will highlight a former business plan competition participant who is now a successful independent pharmacy owner.

Presenting teams: University of Georgia, University of Oklahoma, University of Texas at Austin

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Ensuring Terms in Non-Dispensing Contracts
Work for You
Ballroom 6D

Non-dispensing contracts are vital to your business operation and your ability to generate new revenue streams such as compensation for providing services. Yet, many pharmacists don’t review these agreements before signing them. Only afterward are questions asked: Who “owns” patient data and how can that data be used? Does the contract mean that the vendor and your pharmacy are business partners? Which party will be at risk if the vendor is hacked or data is mishandled? Learn from legal experts what common contract terms really mean before you sign on the dotted line.

Speakers: Katherine I. Funk, Washington, D.C. co-managing partner, Lewis Brisbois Bisgaard & Smith; Carrie Meigs, partner, Lewis Brisbois Bisgaard & Smith

Pharmacist and Pharmacy Technician Objectives:
1. Differentiate between common terms such as “data ownership” and “data usage.”
2. Review common misconceptions, including the obligations that contracting parties legally have to each other.
3. Discuss strategies for educating prescribers, patients, and the community on data ownership.

ACPE UAN: 0207-0000-19-306-L04-P
ACPE UAN: 0207-0000-19-306-L04-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

Hemp: Positioning Yourself as the Truth Expert
Ballroom 6C

Doctors are recommending it, patients are seeking and buying it, all types of stores are selling it, but is hemp right for you? Get the latest on the legal and regulatory front, the business opportunity, potential risks, and the science behind it all.

Speakers: Jessica Mih, PharmD, MBA, owner, Owensboro Family Pharmacy and Wellness; Karla L. Palmer, director, Hyman, Phelps & McNamara

Pharmacist and Pharmacy Technician Objectives:
1. Discuss federal and state laws related to hemp-based products and associated risks and opportunities.
2. Identify potential uses, formulation considerations, and potential side effects of hemp.
3. Describe strategies for educating prescribers, patients, and the community on hemp.

ACPE UAN: 0207-0000-19-306-L04-P
ACPE UAN: 0207-0000-19-306-L04-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

Long-Term Care Pharmacy Audit Prevention and Fraud, Waste, & Abuse Compliance in 2019
Room 1-AB

Pharmacy Audits and FWA Compliance are critical to any pharmacy’s profitability and success. With a focus on LTC pharmacy, hear from an industry expert with LTC experience about the unique facets of LTC audits and how you can work to prevent them in your pharmacy. Moreover, enhanced credentialing requirements from PBMs have made it essential to have rigorous compliance programs. Time will be spent discussing FWA compliance program requirements and consequences of non-compliance, using LTC examples.

Speaker: Trenton Thode, PharmD, MBA, chief operating officer, PAAS National

Pharmacist and Pharmacy Technician Objectives:
1. Discuss unique challenges with long-term care pharmacy audits.
2. Identify the seven required elements of an FWA compliance program.
3. Discuss consequences of non-compliance with FWA regulations using LTC case examples.

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ACPE UAN: 0207-0000-19-306-L04-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

Fill up at the NCPA 2019 Annual Convention Session, “’Rocket Fuel’ for the Community Pharmacy: Empowering and Connecting the Community Pharmacy Across the Healthcare System” to see how technology is advancing to support pharmacy efficiency, engagement with prescribers and patient satisfaction.

You’ll also learn more about NCPDP SCRIPT v2017071 and the SureScripts Critical Performance Improvement program’s continued focus on prescription accuracy.

See you there!

LUNCH AND LEARN SESSION
Date: Sunday, October 27
Time: 11:45 a.m. – 1:00 p.m.
3 – 4:30 p.m.  
**Business Education**

**You Can Be Successful in Today’s Competitive Market**  
**Ballroom 6E**

Bringing in new patients is necessary for survival and growth, and your brand is a key piece of increasing foot traffic. Your chain and online competitors will out spend you on marketing strategies, but that doesn’t mean you can’t beat them and be successful. Find out what we can learn from pharmacy’s volume giants, and how local pharmacies can succeed. Everything from front-end merchandising tips, ways to target your marketing area digitally, and how to engage the community will be covered in this session.

Speakers: Gabe Trahan, NCPA senior director of store operations and marketing; Brittany Sanders, PharmD, co-owner, The Pharmacy at Wellington

Pharmacist and Pharmacy Technician Objectives:
1. Identify common industry branding themes.
2. Identify your pharmacy strengths to craft marketing messages that build on your capabilities.
3. Describe geotargeting and discuss how to keep messages to the point and targeted for your audience.

ACPE UAN: 0207-0000-19-305-L04-P  
ACPE UAN: 0207-0000-19-305-L04-T  
1.5 contact hours (0.15 CEUs)  
Activity Type: Knowledge-Based

4 – 5 p.m.  
**Student Pharmacist Program**

**Residency Panel**  
**Marriott Marquis – Grand Ballroom, Salon 8**

Hear from residents and fellows from a variety of pharmacy disciplines including NCPA’s Executive Residency, UNC’s Independent Pharmacy Ownership Residency and more.

Speakers: Elise Damman, PharmD, NCPA executive resident; Patrick Brown, PharmD, co-director UNC IPOE

5 – 6 p.m.  
**Student Pharmacist Program**

**Student Networking**  
**Marriott Marquis – Grand Ballroom, Salon 8**

Mingle with student pharmacists and recent graduates, including current and former Student Leadership Council representatives, as you wind down from a jam-packed day of student programming. Make sure to bring your business cards and update your LinkedIn account!

5:30 – 6:30 p.m.  
**NCPA LTC Division Reception**  
**Room 3**

5:30 – 6:30 p.m.  
**NCPA First-Timers Reception**  
**Room 4**

6:30 – 8:30 p.m.  
**NCPA Opening Night Reception**  
**Sponsored by McKesson**  
**West Terrace – Upper Level**

Featuring live music by The Society Hill Band.

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**Membership Benefits Include:**
- Monthly Webinars  
- Dispose My Meds™  
- Front-End Overhaul  
- Pharmacy Financing  
- Continuing Education  
- Member Communications  
- Track and Trace Compliance  
- NCPA Professional Services  
- NCPA Events and Programming  
- Digital Communications Solution  
- Diversified Revenue Opportunities  
- Member Discounts on Publications  
- Turnkey Synchronized Adherence Program  
- NCPA Digest sponsored by Cardinal Health  
- Exclusive Regulatory and Legislative Advocacy and Updates

For more information, please visit www.ncpanet.org or call 1-800-544-7447
Disparities in Health Care Access: Impact on health care delivery
Leslie R. Martin, Ph.D.

- Learn about social determinants of health and factors that may impact health outcomes among various populations
- Learn how to identify the factors contributing to health care disparities within the community your pharmacist serves
- Explore strategies to help improve outcomes in populations affected by health care disparities

Synopsis: A health care leader with experience in public health will focus on discussing the social determinants that can impact patients’ access to health care and information and can result in significant negative effects on their health. They will also focus on disparities in health care access and how these disparities affect patients’ awareness of and access to health care resources, including vaccinations.

Disparities in Health Care Access: Exploring Strategies in the Pharmacies
Shantel Houston, Pharm. D.

- Discuss how to identify patients who may not have optimal access to health care services in your community
- Consider how pharmacists can help address certain social determinants they see in their practice and communities to help facilitate equitable health care
- Learn about strategies to help address these challenges from a community pharmacist

Synopsis: Hear from a community pharmacist on how pharmacists are in a position to help address existing health care disparities. This talk also will focus on what pharmacists and their staff can do in their pharmacy, including real-world advice for reaching out to patients in their community who may have limited access to health care or health information.

Be part of… Pharmacists Advancing Vaccination Efforts (PhAVE) brought to you by Merck

A series of inspiring talks presented at national pharmacist conventions delivered by experts on topics that are relevant to the practice of pharmacy related to vaccinations.

Two interrelated talks are planned for October’s National Community Pharmacists Association (NCPA) annual convention. Both will focus on timely topics.

Sunday, October 27, 2019, at 11:30 AM
San Diego Convention Center. San Diego, California. Room # 5AB
Visit us at www.merckvaccines.com

Driving Preventive Health Across Multiple Generations, featuring Tana Kafker, PharmD, NCPA 2018 Annual Meeting

Sunday, October 27
Please note: All events will be held at the San Diego Convention Center unless otherwise designated.
Sunday, October 27

Please note that all events will be held at the San Diego Convention Center unless otherwise designated.

7:45 – 9:15 a.m.  Business Education

Community Health Worker: The Staff Position You Never Knew You Needed

Speaker: Jon Schallert, destination business expert

Activity Type: Knowledge-Based

1. Identify which pharmacy personnel might make good community health workers.
2. Describe how training pharmacy staff as CHWs can improve patient care.
3. Recognize three product spotlighting techniques that can take product selection from the demographics of its area and turn it into a destination business.

ACPE UAN: 0207-0000-19-309-L04-P
ACPE UAN: 0207-0000-19-311-L04-P

Activity Type: Knowledge-Based

7:45 – 9:15 a.m.  Business Education

Reinvent Your Pharmacy into a Destination Business

Speaker: Scott Welle, pharmacy acquisition advisor, AmerisourceBergen

Activity Type: Knowledge-Based

1. Recall the president’s vision for the association.
2. Recognize three key advertising techniques that can help take product selection from the demographics of its area and turn it into a destination business.
3. Discuss the importance of spirit, culture, connection and the patient experience.

ACPE UAN: 0207-0000-19-304-L04-P
ACPE UAN: 0207-0000-19-304-L04-T

Activity Type: Knowledge-Based

3:00 – 4:00 p.m.  Business for Success

Student Pharmacist Program

Business Success for Student Luncheon

(Sponsored by AmerisourceBergen)

Marriott Marquis – Grand Ballroom, Salon 5

Learn from financial lenders and business coaches the steps that you need to take to become a successful entrepreneur in independent pharmacy, as well as insight into keeping your personal finances and credit check.

Speaker: Scott Welle, pharmacy acquisition advisor, AmerisourceBergen

Using his warm and engaging style, Rolf shares his inspirational story of loss, perseverance and hope for one reason—to encourage others. Rolf has authored three books, including his autobiography, Alive & Kicking. He also currently works with UCSF Health helping to transform their culture and patient experience. He speaks to audiences around the country on the importance of the indomitable spirit, culture, connection and the patient experience. He also serves as a patient advocate for state/national legislation and is a champion for ongoing research and innovation.

Speaker: Rep. Buddy Carter (R.-Ga.)

Using his warm and engaging style, Rolf shares his inspirational story of loss, perseverance and hope for one reason—to encourage others. Rolf has authored three books, including his autobiography, Alive & Kicking. He also currently works with UCSF Health helping to transform their culture and patient experience. He speaks to audiences around the country on the importance of the indomitable spirit, culture, connection and the patient experience. He also serves as a patient advocate for state/national legislation and is a champion for ongoing research and innovation.

Speaker: Scott Welle, pharmacy acquisition advisor, AmerisourceBergen
Pharmacies Advancing Vaccination Efforts (PhAVE): Disparities in Health Care Access
Presented by Merck (Non-CE)
Room 5-AB

Part A: Impact on Health Care Delivery and Disparities in Health Care Access
A health care leader with experience in public health will discuss the social determinants that can impact patients’ access to health care and information and can result in significant negative effects on their health. They will also focus on disparities in health care access and how these disparities affect patients’ awareness of and access to health care resources, including vaccinations.

- Learn about social determinants of health and factors that may impact health outcomes among various populations.
- Learn how to identify the factors contributing to health care disparities within the community your pharmacist serves.
- Explore strategies to help improve outcomes in populations affected by health care disparities.

Part B: Exploring Strategies in the Pharmacies
Hear from a community pharmacist on how pharmacies are in a position to help address existing health care disparities. This talk also will focus on what pharmacists and their staff can do in their pharmacy, including real-world advice for reaching out to patients in their community who may have limited access to health care or health information.

- Discuss how to identify patients who may not have optimal access to health care services in your community.
- Consider how pharmacists can help address certain social determinants they see in their practice and communities to help facilitate accessible health care.
- Learn about strategies to help address these challenges from a community pharmacist.

11:45 a.m. – 1 p.m.
Product Theater
“Rocket Fuel” for the Community Pharmacy: Empowering and Connecting the Community Pharmacy Across the Healthcare System
Presented by Surescripts (Non-CE) Room 7-AB
In 2001, pharmacies and others in the industry acted with urgency to replace paper prescriptions with e-prescribing. As that practice gained market acceptance, Surescripts, our pharmacy partners, and the broader health care community have joined together to evolve our standards-based technologies and improve the quality of e-prescriptions. Important steps are being taken this year to continue that evolution with the implementation of NCPDP SCRIPT v20170701 and the maintained focus on prescription accuracy through the Surescripts Critical Performance Improvement program. Join us to hear more about how the new standard and continued improvement in quality will continue to support pharmacy efficiency, engagement with prescribers and enhance patient safety and experience.

Speakers: Bobby Davis, vice president, key accounts, Surescripts; Kate Whitehouse, senior vice president, Professional and Regulatory Affairs, Surescripts; Patricia Olson, director, product innovation, Surescripts

 Noon – 1:30 p.m.
NCPA Foundation Advisory Committee Meeting
Marriott Marquis – Rancho Santa Fe 2 Room

1:00 – 6 p.m.
NCPA Expo Open
Exhibit Hall A-B1 (Wine and Cheese Reception 5-6 p.m.)

1:15 – 3:15 p.m.
Student Pharmacist Program
Post-Graduate Residency Showcase
Exhibit Hall A-B1
This is your opportunity to talk with residency programs from all across the country. Find out first-hand what some of these programs can offer you in the years ahead.

2:30 – 4 p.m.
Innovation in Community Practice Poster Symposium
Exhibit Hall A-B1
The poster symposium serves as an opportunity for NCPhA members, students, recent graduates and residents to present research or a service beneficial to the profession of community pharmacy. Through peer-to-peer interactions, learn about unique and innovative opportunities for moving the practice of pharmacy forward.

3:30 – 5 p.m.
Student Pharmacist Program
NEW OTC Challenge
Marriott Marquis – Grand Ballroom, Salon 5
Jeopardy style competition among chapters for bragging rights. Chapters can join with other chapters in their region to be an unstoppable force.

Hosted by the NCPhA Student Leadership Council

3:30 – 4:30 p.m.
Business Education
Impending Inventory Impact – Your Pharmacy and Requirements Under the Drug Supply Chain Security Act
Ballroom 6C
Did you know after November 2019 your pharmacy may not be able to accept non-serialized drug stock? Or, that saleable returns will have to meet new verification requirements? Current and future requirements under the Drug Supply Chain Security Act, commonly referred to as “track-and-trace” law, will affect your pharmacy business. This program will give an overview of these current and future requirements and discuss pharmacy practices and solutions to help you comply with those requirements.

Speakers: Kate Shanklin, JD, director, NCPhA Policy and Regulatory Affairs; Lisa Schwartz, PharmD, NCPhA senior director, Professional Affairs

Activity Type: Knowledge-Based
ACPE UAN: 0207-0000-19-313-L03-T (1.0 contact hours (0.1 CEUs))

4:45 – 6:15 p.m.
Business Education
Implementing Pharmacogenomics in Your Business (Includes a Non-CE Shoot the Breeze™ from 5:45-6:15 p.m.)
Ballroom 6C
It’s no longer a futuristic concept, but a practice reality. With more than 200 drugs with genomic information in their FDA approved package inserts, using these drug-gene interactions is just as important as understanding drug-drug or drug-food interactions. Adding pharmacogenomic services to your community or long-term care pharmacy is an opportunity to optimize patients’ therapy and add revenue to your bottom line. Discover the relationships, workflow pearls, and marketing plans that your peers have implemented to make it work.

Speakers: Annie Alabak, PharmD, APhA/IP, owner, RxClinic Pharmacy, Charlotte, N.C.

Pharmacist and Pharmacy Technician Objectives:
1. List strategies for marketing to and building relationships with other health care professionals who could provide enhanced patient care with pharmacogenomic information.
2. Discuss different ways of implementing pharmacogenomic services that benefit your patients and business.
3. Identify opportunities to determine which patients may be eligible to receive pharmacogenomic services.

ACPE UAN: 0207-0000-19-314-L04-P
ACPE UAN: 0207-0000-19-314-L04-T
1.0 contact hours (0.1 CEUs)

Activity Type: Knowledge-Based

6 – 7 p.m.
NCPhA Corporate Member Reception (Invitation Only)
Room 10
2 – 2:30 p.m.
Why Pharmacists Should Be The CBD Experts
With the explosion of CBD into every corner of our culture, now more than ever, the community pharmacist - not the convenience store clerk - should be the person “dispensing” CBD. Take the first step in educating yourself to be the expert that your customers need you to be!
Presenter: Tim Gregorius, director of operations, PRS Pharmacy Services
Sponsored by PRS Pharmacy Services

2:15 – 2:45 p.m.
Building a Prevention Hub
From a smoothie bar to yoga in front of the store, this presenter has branded her pharmacy as a go-to source for prevention in her community.
Presenter: Shelley Roberts, PharmD, owner, Grassroots Pharmacy

2:45 – 3:15 p.m.
What You’re Missing on the EXPO Floor
New products, new services, new profits - oh my! Gabe’s made his rounds on the floor and is here to share his top picks.
Presenter: Gabe Trahan, NCPA senior director of store operations and marketing

3 – 3:30 p.m.
Cash – Every Pharmacy Needs It! How to Position Yourself and Your Pharmacy to be Properly Capitalized
Understand the credit criteria a lender may review when applying for a pharmacy loan. Whether acquiring a pharmacy, refinancing debt, starting a pharmacy, or seeking working capital; learn about the different types of financing that may be available. Understand the importance of cash flow and how debt services may impact the pharmacy.
Presenter: Mike Bollinger, SVP – head of pharmacy, Live Oak Bank
Sponsored by Live Oak Bank

3:15 – 3:45 p.m.
Medical Credentialing and the Community Pharmacist
As the scope of practice expands for pharmacists, so do revenue opportunities. Learn how becoming credentialed for medical billing can open doors for your practice.
Presenter: Micah Cost, PharmD, MS, executive director, Tennessee Pharmacists Association

3:30 – 4 p.m.
How Pointy Helps Local Pharmacists Grow
This session will provide actionable insights to help grow your business. Get proven methods to increase your digital footprint, getting your products found online and getting more customers into your store.
Presenter: Caroline Brady, Product Integration & Marketing, Pointy
Sponsored by Pointy

4:30 – 5 p.m.
Implementing an Opioid Risk Awareness and Naloxone Education Program
Get the ins and outs of setting up a successful naloxone service. Learn everything from engaging patients on opioids of the potential risks and educating patients on naloxone and its role in the case of an emergency in this session.
Presenter: Sheel Bhuta, Director of Marketing/ Business Development; Jay Patel, PharmD, Goodwill Pharmacy, Wilmington, Delaware
Sponsored by Emergent Biosolutions

4:15 – 4:45 p.m.
Long-Term Care for Beginners
From marketing to setting up consultant pharmacist arrangements - get all of your introductory questions answered in this open forum Q & A session with two current LTC pharmacy owners.
Presenter: Neil Leikach, RPh, president and co-owner, Catonsville, Finksburg and Paradise Professional Pharmacies; Vicki Einhellig, RPh, president, COO, Good Day Pharmacy

4:45 – 5 p.m.
Putting Insomnia to Sleep
Insomnia is a public health problem that impacts physical and mental health. Discuss the pros and cons of the most common OTC medications, herbal remedies, relaxation snacks, and non-pharmacological interventions for treating insomnia.
Presenter: Jay Gupta, RPh, MTH consultant, C-IAYT, RxRelax

5 – 5:30 p.m.
Putting the Farm in Pharmacy
Bringing fresh produce into the pharmacy has introduced a new revenue stream for this pharmacy owner - learn about this journey and how you can do it too!
Presenter: Daniel Bosley, RPh, owner, Keeseville Pharmacy, Inc. & Cornerstone Drug & Gift, Inc.
**Monday, October 28**

Please note: All events will be held at the San Diego Convention Center unless otherwise designated.

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Location</th>
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<tbody>
<tr>
<td>7 a.m. – 6 p.m.</td>
<td><strong>REGISTRATION</strong></td>
<td>Lobby AB – Ground Level</td>
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<tr>
<td>7:30 – 9:15 a.m.</td>
<td><strong>Breakfast Programs</strong></td>
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<tr>
<td>7:30 – 9:15 a.m.</td>
<td>• Taking Your Compounding to the Next Level (Presented by PCCA)</td>
<td>Room 7-AB</td>
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<tr>
<td>7:30 – 9:15 a.m.</td>
<td>• Care Planning: The Key to Thriving and Surviving</td>
<td>Ballroom 6F</td>
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<tr>
<td>7:30 – 9:15 a.m.</td>
<td>• Front-End Profit Opportunities</td>
<td>Room 1-AB</td>
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<tr>
<td>7:45 – 9:15 p.m.</td>
<td><strong>Business Education</strong></td>
<td></td>
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<tr>
<td>7:45 – 9:15 p.m.</td>
<td>• Let’s Get Clinical: Addressing Metabolic Disease Functionally</td>
<td>Ballroom 6E</td>
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<tr>
<td>9:30 – 11:30 a.m.</td>
<td><strong>SECOND GENERAL SESSION</strong> (Sponsored by PioneerRx)</td>
<td>Ballroom 6-AB</td>
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<tr>
<td>11:30 a.m. – 12:30 p.m.</td>
<td><strong>Product Theaters</strong></td>
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<tr>
<td>11:30 a.m. – 5:30 p.m.</td>
<td>NCPA Expo (Buffet Lunch served 11:30 a.m. – 1:30 p.m)</td>
<td>Exhibit Hall A-B</td>
</tr>
<tr>
<td>11:30 a.m. – 5:30 p.m.</td>
<td>• Getting Social: Connecting with Your Medicare Part D Patients</td>
<td>Room 5-AB</td>
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<tr>
<td>11:30 a.m. – 5:30 p.m.</td>
<td>• Adults and HPV: Do You Know the Facts? (Merck)</td>
<td>Room 11-AB</td>
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<tr>
<td>11:30 a.m. – 5:30 p.m.</td>
<td>• Pneumococcal Disease in Adults 65+: Keep Vaccination in Focus (Pfizer)</td>
<td>Room 1-AB</td>
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<tr>
<td>2:30 – 3:30 p.m.</td>
<td><strong>Business Education</strong></td>
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<tr>
<td>2:30 – 3:30 p.m.</td>
<td>• Following the Yellow Brick Road to Medicaid Reform</td>
<td>Ballroom 6C</td>
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<tr>
<td>4- 6 p.m.</td>
<td><strong>Business Education</strong></td>
<td></td>
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<tr>
<td>4- 6 p.m.</td>
<td>• Finding Opportunity in Compounding: Compliance, Quality, and Patient Care (Sponsored by IACP with support from PCCA)</td>
<td>Ballroom 6D</td>
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</tbody>
</table>

**External Company Events** – Events listed below are being held at the Marriott Marquis San Diego.

<table>
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<tr>
<td>7:30 – 9:15 a.m.</td>
<td>Indy Health Solutions Breakfast</td>
<td>Cardiff Room</td>
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<tr>
<td>8 – 9:15 a.m.</td>
<td>CPESN Network Facilitator Focus Session</td>
<td>Temecula 1</td>
</tr>
<tr>
<td>8 – 9:30 a.m.</td>
<td>Academia CPESN Transformation (ACT) Pharmacy Collaboration</td>
<td>Temecula 2</td>
</tr>
</tbody>
</table>
Monday, October 28

Please note that all events will be held at the San Diego Convention Center unless otherwise designated.

7 a.m. - 6 p.m.
NCPA Registration
Ground Level – Lobby AB

7:30 – 9:15 a.m.
Breakfast Program
Business Education

Care Planning: The Key to Thriving andSurviving
Ballroom 6F

Documenting what you do can transform your practice and attract payers. Pharmacy system vendors are making documentation and care planning easier than ever before. In this session, learn how care planning can increase your profits through direct efficiencies in your pharmacy operation and through new revenue from payers who value what you can do for patients if they see the documentation of what you’ve done.

Speaker: Mark McCurdy, RPh, owner, Mark’s Pharmacy

Pharmacist and Pharmacy Technician Objectives:
1. Define the elements of a care plan that are needed to document patient care interactions.
2. Describe strategies for implementing care planning into pharmacy workflow.
3. Identify various types of interventions that should be documented in a care plan.

ACPE UAN: 0207-0000-19-235-L04-P
ACPE UAN: 0207-0000-19-235-L04-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

7:30 – 9:15 a.m.
Breakfast Program

Front-End Product Opportunities (Non-CE)
Room 1-AB

Hear about new products that can differentiate your pharmacy, meet consumer needs, and provide a gross margin worthy of your investment. A great way to find vendors you will want to visit on the Expo floor!

7:45 – 9:15 a.m.
Business Education

Let’s Get Clinical: Addressing Metabolic Disease Functionally
Ballroom 6E

Over one-third of Americans suffer from metabolic disease according to the American Heart Association. Do you feel you have the tools needed to best help those patients? By looking at how body systems interact with one another, we will review strategies for preventing and treating metabolic disease functionally. Leave this session feeling confident in your ability to provide improved patient care and supplement recommendations for patients suffering from pre-diabetes, obesity, and adrenal dysregulation.

Speaker: Melody L. Hartlet, PharmD, BCACP, BC-ADM, family medicine clinical pharmacist and associate professor of pharmacy practice, Cedarville University

Pharmacist and Pharmacy Technician Objectives:
1. Summarize the relationship between gut health and metabolic disease.
2. Outline important supplements for consideration in diabetic and pre-diabetic populations.
3. Identify the role of stress in diabetes and adrenal dysregulation.

ACPE UAN: 0207-0000-19-216-L05-P
ACPE UAN: 0207-0000-19-216-L05-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

9:30 – 11:30 a.m.
Second General Session
Sponsored by PioneerRx
Ballroom 6AB

Highlights of the Second General Session include a state of the association address by NCRA CEO B. Douglas Hoey and a keynote address from former FDA commissioner, Scott Gottlieb, MD.

Speakers: Douglas Hoey, RPh, MBA, CEO, NCRA; Scott Gottlieb, MD, former commissioner of the Food and Drug Administration

Pharmacist and Pharmacy Technician Objectives:
1. Describe the flip the pharmacy initiative.
2. Discuss the role of innovation in public health.
3. Discuss regulatory updates to standardize drug names.

ACPE UAN: 0207-0000-19-371-L04-P
ACPE UAN: 0207-0000-19-371-L04-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

11:30 a.m. – 12:30 p.m.
Product Theater

Adults and HPV: Do You Know the Facts?
Presented by Merck (Non-CE)
Room 11-AB

• Appreciate the link between HPV and certain HPV-related cancers and diseases.
• Understand HPV-related recommendations.
• Encourage a discussion with appropriate adult patients.

Speaker: Jason Cota, PharmD, associate professor of pharmacy practice, University of the Incarnate Word Falk School of Pharmacy

11:30 a.m. – 12:30 p.m.
Product Theater

Pneumococcal Disease in Adults 65+:
Keep Vaccination in Focus
Presented by Pfizer (Non-CE)
Room 1-AB

This presentation will cover the following topics: Burden of Pneumococcal Disease in older adults; ACIP recommendations for prevention of pneumococcal disease; Prevnar 13 clinical development and key trials; Prevnar 13 in your Practice; Patient case studies.

Speaker: Chad Kucik, PharmD, owner and pharmacist, Joliet Professional Pharmacy

11:30 a.m. – 5:30 p.m.
NCPA Expo
Exhibit Hall A-B1
(Buffet lunch served from 11:30 a.m. – 1:30 p.m.)
**Business Education**

**Finding Opportunity in Compounding: Compliance, Quality, and Patient Care (Sponsored by IACCP)**

Ballroom 6D

**Part A: Smaller-Volume Compounding and Compliance: A Value Proposition for Indie Pharmacies**

Compounding presents patient care and revenue opportunities for independent pharmacies, but also requires learning a new set of skills – including data collection, quality control/quality assurance and justifying the quality of the preparations you provide. For those who understand the standards and are able to navigate the regulatory landscape, there’s a competitive advantage to be seized. This session will focus specifically on non-sterile compounding standards and the practical ways independent pharma can complicate profitably.

**Part B: Everything Smaller-Volume Compounds Need to Know About USP <800> But Haven’t Had Time to Ask**

The evolving regulatory environment will have to make changes, from facilities to workflow to SOPs. USP <800> implementation begins Dec. 1, so pharmacies that compound hazardous drugs need to understand the requirements, construction and other associated costs, plus best practices – even if your state has not yet implemented the chapter. In this session, you’ll learn about industry trends, what other independent compounding pharmacies have done to prepare, and strategies to help overcome the related expenses – and you’ll get risk assessment templates and other tools to help you comply!

**Speakers:** A.J. Day, PharmD, clinical pharmacist and vice president of clinical services, PCCA; Bryan Prescott, PharmD, MBA, director of business coaching, PCCA

**Pharmacist and Pharmacy Technician Objectives:**

1. Describe applicable USP standards related to non-sterile compounding (but not only USP <795+>)
2. Identify three opportunities for small-scale non-sterile compounding operations that are often overlooked and three skills that are necessary for compounding professionals to have.
3. Describe the lab design requirements necessary to ensure pharmacies are compliant with USP <800+>
4. Explain risk assessment strategies and best practices each pharmacy should follow.

**ACPE UAN:** 0207-0000-19-318-L04-P

ACPE UAN: 0207-0000-19-318-L04-T

1.5 contact hours (0.15 CEUs)

Activity Type: Knowledge-Based

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**Business Education**

**Natural Products**

It is one of the fastest-growing front-end categories, and you need to have it on your shelves. Get the ins and outs on how to merchandise it and where to buy it!

**Presenter:** Gabe Trahan, NCPA senior director of store operations and marketing; Mary Beth Caplanos, retail audience manager, New Hope Network

**Med Sync 101**

Jump start implementation. Hear best practices on the benefits, process, and profit pearls to go from the starting line to full speed ahead.

**Presenter:** Parris Thompson, pharmacy technician, Hayedt Pharmacy

**Pharmacist and Pharmacy Technician Objectives:**

1. Discuss components of Medicaid managed care programs and the impact on taxpayer dollars.
2. Discuss strategies for educating legislators, Medicaid administrators, or other officials about pharmacy-related advocacy initiatives.
3. Identify opportunities to educate patients and the community about pharmacy-related advocacy initiatives via social media.

**ACPE UAN:** 0207-0000-19-318-L04-P

ACPE UAN: 0207-0000-19-318-L04-T

1.5 contact hours (0.15 CEUs)

Activity Type: Knowledge-Based

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**Business Education**

**About USP <800> But Haven’t Even Made It Happen – and You Can Too.**

Couraging any willing provider. They state Medicaid oversight, and ten-reimbursement benchmarks, demanding you to make changes, from facilities to workflow to SOPs. USP <800> implementation begins Dec. 1, so pharmacies that compound hazardous drugs need to understand the requirements, construction and other associated costs, plus best practices – even if your state has not yet implemented the chapter. In this session, you’ll learn about industry trends, what other independent compounding pharmacies have done to prepare, and strategies to help overcome the related expenses – and you’ll get risk assessment templates and other tools to help you comply!

**Speakers:** Steve Moore, PharmD, owner, Condo Pharmacy; Eric Pachman, president, 46brook; Jason Rapert, Arkansas state senator

**Pharmacist and Pharmacy Technician Objectives:**

1. Discuss components of Medicaid managed care programs and the impact on taxpayer dollars.
2. Discuss strategies for educating legislators, Medicaid administrators, or other officials about pharmacy-related advocacy initiatives.
3. Identify opportunities to educate patients and the community about pharmacy-related advocacy initiatives via social media.

**ACPE UAN:** 0207-0000-19-318-L04-P

ACPE UAN: 0207-0000-19-318-L04-T

1.5 contact hours (0.15 CEUs)

Activity Type: Knowledge-Based

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**Business Education**

**New niches, new profits, new ways of approaching a challenge - these short, interactive, non-CE presentations on the Expo floor will give you the quick consult you’ve been looking for to elevate your business! Each session is only 30 minutes, so you’ll have plenty of time to join and explore the Expo.**

**1:30 – 2 p.m.**

**Pharmacy Financing:**

**Buying & Selling Strategies**

Find out how to identify and create value in your pharmacy and walk away with tips on buying and selling in this session.

**Presenter:** Larry Alexander, Bob Graul, Drew Hegy, First Financial Bank lender team

**Sponsored by First Financial Bank**

**1:45 – 2:15 p.m.**

**Natural Products**

It is one of the fastest-growing front-end categories, and you need to have it on your shelves. Get the ins and outs on how to merchandise it and where to buy it!

**Presenter:** Gabe Trahan, NCPA senior director of store operations and marketing; Mary Beth Caplanos, retail audience manager, New Hope Network

**2:15 – 2:45 p.m.**

**Med Sync 101**

Jump start implementation. Hear best practices on the benefits, process, and profit pearls to go from the starting line to full speed ahead.

**Presenter:** Parris Thompson, pharmacy technician, Hayedt Pharmacy

**Pharmacist and Pharmacy Technician Objectives:**

1. Discuss components of Medicaid managed care programs and the impact on taxpayer dollars.
2. Discuss strategies for educating legislators, Medicaid administrators, or other officials about pharmacy-related advocacy initiatives.
3. Identify opportunities to educate patients and the community about pharmacy-related advocacy initiatives via social media.

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1.5 contact hours (0.15 CEUs)

Activity Type: Knowledge-Based

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**Business Education**

**3 – 3:30 p.m.**

**USP <800> and DSCSA:**

**Everything you need to know to be compliant**

Come learn how you can achieve and maintain compliance with USP <800> and the Drug Supply Chain Security Act while saving time and protecting your business.

**Presenters:** Kirk Herweck, Inmar - Director of Product Strategy, Healthcare; Delight衍生, founder & CEO; RXTransparent

**Sponsored by Inmar**

**3:15 – 3:45 p.m.**

**How to Get Started with Convenience Packaging**

Get advice on workflow, staffing, and other operations from a pharmacy owner. Walk away with tips on how to grow your convenience packaging program into a successful service.

**Presenter:** Steve Adkins, Pharm.D., owner, Health Park Pharmacy
Tuesday, October 29

Please note: All events will be held at the San Diego Convention Center unless otherwise designated.

7 a.m. – 3 p.m. REGISTRATION
Lobby AB – Ground Level

8 – 10 a.m.
NCPA House of Delegates
Ballroom 6D

10:15 – 11:45 a.m. Business Education
• Caring for Patients on Opioids
  Ballroom 6C
• Take 5! Cash-Based Service Edition
  Ballroom 6F
• Fixer Upper: Pharmacy Front-End Remodels
  Ballroom 6E

Noon – 1 p.m. Lunch & Learns
• USP <800> – Preparing for Compliance
  (LP3 Network/Medisca) Room 1-AB
• Treatment Options with CBD
  (Plus CBD Oil by CV Sciences) Room 1-AB
• The Drug Pricing Debate: Implications for Patient Adherence & Medication Management
  (Lilly USA LLC) Room 5-AB
• The Role of the Pharmacist in Helping Prevent Influenza in Older Adults
  (Vaxserve) Room 7-AB

1:15 – 3:15 p.m. Business Education
• Cash Flow, Inventory and Your Financial Health
  Ballroom 6C

3:30 – 5 p.m. Business Education
• Preventing and Preparing for PBM Audits
  Ballroom 6E
• Adapting the Chick-Fil-A Culture to Your Business
  Ballroom 6C

6 – 7 p.m.
NCPA PAC Reception (Ticketed Event)
Marriott Marquis – Coronado Terrace

7 – 10 p.m.
NCPA Closing Night Reception & Party
Marriott Marquis – San Diego Ballroom B

External Company Event - Event listed below is being held at the Marriott Marquis San Diego.

7 a.m. – 5 p.m.
APhA Certificate Training Program - Pharmacy-Based Immunization Delivery
Marina Ballroom – Salons F-G

Apply at phmic.com/scholarship
• Apply October 1 – December 2, 2019
• Recipients selected will be awarded $2,500 each
• Up to $50,000 awarded annually
Tuesday, October 29

Please note that all events will be held at the San Diego Convention Center unless otherwise designated.

7 a.m. – 3 p.m.
NCPA Registration
Ground Level – Lobby AB

8 a.m. – 10 a.m.
2019 NCPA House of Delegates
Ballroom 6D

The NCPA House of Delegates is the policy-making body of the association. Resolutions on issues related to independent community pharmacy are brought before the delegation for consideration during the session. Resolutions that are adopted as official NCPA policy serve as the focal point for the association’s advocacy and education efforts.

Speakers: Bill Osborn, PharmD, NCPA President; panel of NCPA steering committee chairs

Pharmacist and Pharmacy Technician Objectives:
1. Discuss proposed policies and the potential impact on community pharmacy.
2. Discuss viewpoints expressed in the final ratification of priorities to become association policy.
3. Describe the direction identified for the delegation for consideration during the session. Resolutions that are adopted as official NCPA policy serve as the focal point for the association’s advocacy and education efforts.

Activity Type: Knowledge-Based
ACPE UAN: 0207-0000-19-321-L04-T
ACPE UAN: 0207-0000-19-321-L04-P

10:15 – 11:45 a.m.
Ballroom 6C

Fixer Upper: Pharmacy Front-end Remodels

There’s no show for pharmacy makeovers, but this session is the next best thing. Whether a coat of paint or a complete demoli­tion, front-end updates can revitalize your OTC profits. In this session, NCPA front-end guru and merchandising expert Gabe Trahan walks you through numerous examples of budget-minded remodels with his before-and-after gallery of inspiration. Find out what to do — and what to avoid — in this engaging session.

Speaker: Gabe Trahan, NCPA senior director of operations and marketing

Pharmacist and Pharmacy Technician Objectives:
1. Describe workflow best practices for utilizing prescription drug monitoring programs.
2. List non-opioid pain treatment including, but not limited to, alternative prescription and non-pharmaceutical treatments.
3. Discuss how to best document interventions in the patient care plan.

ACPE UAN: 0207-0000-19-323-L01-P
ACPE UAN: 0207-0000-19-323-L01-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

10:15 – 11:45 a.m.
Business Education

Caring for Patients on Opioids
Ballroom 6G

Do the right things for your patients on opioids and for your pharmacy. The potential and reality of opioid addiction has pharmacists taking extra care to serve these patients. You’ll learn about workflow best practices, treatment options, and steps to take to protect this vulnerable patient population.

Speakers: Loni Gobo-Shaver, PharmD; Sherry Pharmacy & Compounding Center; Castie Brown, PharmD, PGY-1 resident, Shaver Pharmacy & Compounding Center; Shannon O’Connor, PharmD, assistant professor; College of Pharmacy at Idaho State University

Pharmacist and Pharmacy Technician Objectives:
1. Describe workflow best practices for utilizing prescription drug monitoring programs.
2. List non-opioid pain treatment including, but not limited to, alternative prescription and non-pharmaceutical treatments.
3. Discuss how to best document interventions in the patient care plan.

ACPE UAN: 0207-0000-19-323-L01-P
ACPE UAN: 0207-0000-19-323-L01-T
1.5 contact hours (0.15 CEUs)
Activity Type: Knowledge-Based

10:15 – 11:45 a.m.
Business Education

USP <800> - Preparing for Compliance (Non-CE)
Presented by LPI3 Network

Table: 1-AB

The handling of hazardous drugs poses specific challenges and requires the implementation of appropriate safety measures to minimize occupational and environmental exposure, due to the negative health effects associated with both short- and long-term exposure to hazardous drugs. On Dec. 1, the United States Pharmacopeia (USP) General Chapter <800>, which creates standards for the handling of hazardous drugs in health care settings, will come into effect.

While the window for entities to implement changes in order to achieve compliance is narrowing, it is important to note that hazardous drugs continue to pose health risks and appropriate precautions should be taken into consideration today. This activity will review safe handling procedures, personal protective equipment, engineering controls, as well as protocols and procedures for handling hazardous drugs. Additionally, innovative technology and devices that can help reduce potential contamination from hazardous drugs, will be presented.

Presenters: Mindy Cormier, RPh, PharmD, healthcare education facilitator, LPI3 Network

Lunch & Learn

Noon – 1 p.m.

The Drug Pricing Debate: What are the Implications for Patient Adherence and Medication Management? (Non-CE)
Presented by Lilly USA LLC
Room 5-AB

How could pending proposals to control drug prices and spending impact community pharmacies and the services they provide to support patient medication adherence? In this session, NEHI will present a brief overview and lead a discussion of proposals pending at the state and federal levels on pharmaceutical pricing, discount and rebate policy, and value-based contracting, specifically from the standpoint of their potential influence on community pharmacy services to the customer-patient.

Speaker: Tom Hubbard, vice president of policy research, NEHI Network for Excellence in Health Innovation

Lunch & Learn

Noon – 1 p.m.

The Role of the Pharmacist in Helping to Prevent Influenza in Older Adults (Non-CE)
Presented by Vaxxerve
Room 7-AB

Immunizing patients, especially older adults and those with certain comorbidities, during the flu-season may help to substantially reduce the risk of hospitalizations, mortality, and other poor outcomes.

Speaker: Michael D. Hogue, PharmD, FAPhA, FNAP, dean, Loma Linda University School of Pharmacy, Loma Linda, Calif.

Lunch & Learn

Noon – 1 p.m.

NCPA 2019 ANNUAL CONVENTION
#NCPA2019ANNUALCONVENTION

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Your Financial Health
Ballroom 6C

Knowing exactly where your finances stand month-in and month-out and acting on it can be the difference between working on your business and working in someone else’s business. This session breaks down the top performance indicators of thriving pharmacy businesses and how your pharmacy can be one of the best. Assess the financial health of your business and know where to sharpen the pencil. You can’t afford to miss this and know where to sharpen the pencil. You can’t afford to miss this.

Speaker: Olin B. Sykes, CPA, CITP, CMA, president, Sykes & Company, P.A.; Scott W. Sykes, CPA, Sykes & Company, P.A.

Pharmacist and Pharmacy Technician Objectives:
1. List nine best practices for managing pharmacy finances.
2. Discuss strategies for maximizing inventory effectiveness.
3. Describe key financial indicators and benchmarks for your own business.

Activity Type: Knowledge-Based
2.0 contact hours (0.2 CEUs)

ACPE UAN: 0207-0000-19-325-L04-P
ACPE UAN: 0207-0000-19-325-L04-T

1.5 contact hours (0.15 CEUs)

1. List practice examples of how company culture directly impacts business growth.
2. Differentiate your pharmacy’s culture from other community pharmacy operations.
3. Develop strategies for reinforcing your pharmacy’s culture with every member of the pharmacy team.

ACPE UAN: 0207-0000-19-326-L04-P
ACPE UAN: 0207-0000-19-326-L04-T

3:00 – 5:00 p.m.

Business Education

Adapting the Chick-fil-A Culture to Your Business Ballroom 6C

How do companies known for world-class service motivate their employees to deliver even when no one is looking? According to Chick-fil-A multi-restaurant owner and best-selling author, Arthur Greeno, it’s all about creating emotional connections with your brand. Join Arthur as he shares his strategy for instilling Chick-fil-A’s motto of “expect perfection, settle for excellence” into his teams and get tips for developing your employees into ambassadors of your brand in this session. It’s our pleasure.

Speaker: Arthur Greeno, Chick-fil-A owner and operator

Pharmacist and Pharmacy Technician Objectives:
1. Describe components of a remarkable company culture.
2. Discuss real-life examples of how company culture directly impacts business growth.
3. Identify strategies for communicating and reinforcing your pharmacy’s culture with every member of the pharmacy team.

Activity Type: Knowledge-Based
1.5 contact hours (0.15 CEUs)

1. Describe an example of an audit review procedure designed to help eliminate pharmacy risk.
2. Discuss methods to train and coach pharmacy staff on audit prevention.
3. List common audit red flags and strategies to defend against an audit.

ACPE UAN: 0207-0000-19-327-L04-P
ACPE UAN: 0207-0000-19-327-L04-T

3:00 – 5:00 p.m.

Business Education

Preventing and Preparing for PBM Audits Ballroom 6E

A simple mistake or omission can cost you thousands during a pharmacy audit. Believe it or not, there are pharmacies out there with a nearly 100 percent success rate in avoiding audit callbacks. Owners of these pharmacies credit their workflow and staff-led audit review systems with their success, but PBMs are always looking for a new tactic to exploit. Take in frontline advice on preventing costly audits before they rob you. Plus, get an expert review of the latest PBM audit targets and how to defend yourself in this session.

Speakers: Richard Ott, RPh, owner, Philadelphia Pharmacy; Trent Thrich, PharmD, MBA, chief operating officer, PAAS National

Pharmacist and Pharmacy Technician Objectives:
1. Describe an example of an audit review procedure designed to help eliminate pharmacy risk.
2. Discuss methods to train and coach pharmacy staff on audit prevention.
3. List common audit red flags and strategies to defend against an audit.

ACPE UAN: 0207-0000-19-327-L04-P
ACPE UAN: 0207-0000-19-327-L04-T

7 – 10 p.m.

NCPA Closing Night Party Marriott Marquis - Coronado Terrace

Featuring live music by The Tom Sartori Band.

WAY TO GROW, PHARMACISTS!
JOIN NCPA’S LONG-TERM CARE DIVISION, IMPROVE THE FUTURE OF YOUR LONG-TERM CARE SERVICES. COUNT ON IT.

What the NCPA LTC Division can do for you and your pharmacy:

• Business basics you need to succeed.
• Library of downloadable contracts you can customize to your needs, saving you time and money.
• Ongoing training in the LTC space — webinars, newsletters, live programming, and more.

STANDARD AGREEMENT TEMPLATES

NCPA’s LTC Division offers downloadable, customizable agreement templates, exclusively for members. Drafted by attorney and pharmacy law expert Jeffrey S. Baird, Esq., these templates save our LTC members both time and money. Use just one template, and you have more than paid for your LTC membership.

• Pharmacy Services Agreement for Assisted Living Facility
• Asset Purchase Agreement
• Business Associate Agreement
• Consulting Services Agreement
• LTC Services Agreement
• Medical Director Agreement
• Mutual Nondisclosure Agreement
• Purchase Letter Agreement

Each form can be customized to your needs. There is no “per use” charge. Unlimited use is included with your LTC membership.
EXHIBIT HALL HOURS
Sunday, Oct. 27 | 1 – 6 p.m.
5 p.m. – 6 p.m. Reception in Exhibit Hall
Monday, Oct. 28 | 11:30 a.m. – 5:30 p.m.
11:30 a.m. – 1:30 p.m Buffet Lunch

Residency Showcase
Back of Exhibit Hall – end of aisle 100
Sunday, Oct. 27 | 1:15 – 3:15 p.m.

Poster Symposium
Exhibit Hall – behind row 1300
Sunday, Oct. 27 | 2:30 – 4 p.m.

Quick Consults LIVE!
Left Center of Exhibit Hall – by aisle 300
Sunday, Oct. 27 | 2:30 – 5:45 p.m.
Monday, Oct. 28 | 2:00 – 5:15 p.m.
New this year in the Expo! New niches, new profits, new ways of approaching a challenge - these short, interactive, non-CE presentations on the Expo floor will give you the quick consult you’ve been looking for to elevate your business! Each session is only 30 minutes, so you’ll have plenty of time to join and explore the Expo.
**Comprehensive Expo Listings**

**AS OF 9/30/2019**

* DENOTES NCPA CORPORATE MEMBER

### Exhibitor Information

<table>
<thead>
<tr>
<th>Exhibitor</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td><strong>AAPA GPO</strong></td>
<td><strong>117</strong></td>
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<tr>
<td>Shams Shibley</td>
<td><a href="mailto:shams.shibley@apax.com">shams.shibley@apax.com</a></td>
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<td><a href="http://www.apax.com">www.apax.com</a></td>
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<tr>
<td><strong>AAPA</strong> is one of the nation’s fastest growing pharmacist owned and operated buying groups that brings new and innovative programs and tools to our independent pharmacy members.</td>
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<tr>
<td><strong>Abacus Health Products</strong></td>
<td><strong>114</strong></td>
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<tr>
<td>Robin Robinson</td>
<td><a href="mailto:robin@abacushp.com">robin@abacushp.com</a></td>
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<tr>
<td><a href="http://www.cbd-medic.com">www.cbd-medic.com</a></td>
<td>401-741-2717</td>
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<td>Abacus Health Products</td>
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<tr>
<td><strong>Abbot Diabetes Care</strong></td>
<td><strong>518</strong></td>
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<tr>
<td>Jillian Taylor</td>
<td><a href="mailto:jillian@abbott.com">jillian@abbott.com</a></td>
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<tr>
<td><a href="http://www.diabetescare.abbott">www.diabetescare.abbott</a></td>
<td>510-864-4342</td>
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<tr>
<td>Abbott believes people with diabetes should enjoy active lives, so we develop innovative products to help people with diabetes manage their health more effectively and comfortably. Our groundbreaking sensing technology is revolutionizing how people monitor glucose and providing physicians with more data to make better informed treatment decisions.</td>
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<tr>
<td><strong>Alliance for Patient Medication Safety</strong></td>
<td><strong>435</strong></td>
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<tr>
<td>Tara Modisett</td>
<td>866-365-7472</td>
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<tr>
<td><a href="http://www.medICATIONsafety.org">www.medICATIONsafety.org</a></td>
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<td>Team up with APMS to get a handle on inherent risks in your pharmacy’s workflow. Pharmacy Quality Commitment + (PQC+) is an interactive CQI program that helps identify, report, and analyze quality-related patient safety events.</td>
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<tr>
<td><strong>Allied Against Opioid Abuse</strong></td>
<td><strong>106</strong></td>
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<tr>
<td>Jill Courtney</td>
<td>913-710-5519</td>
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<tr>
<td><a href="mailto:jcourtney@RESERVOIRcG.COM">jcourtney@RESERVOIRcG.COM</a></td>
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<td><a href="http://www.againstopioidabuse.org">www.againstopioidabuse.org</a></td>
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<tr>
<td>Allied Against Opioid Abuse: A partner-based initiative to help prevent opioid abuse by raising awareness of the rights, risks, and responsibilities of prescription opioids.</td>
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<tr>
<td><strong>American Associated Pharmacies</strong></td>
<td><strong>819</strong></td>
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<tr>
<td>Wayne Boese</td>
<td><a href="mailto:wayne.boese@rxsap.com">wayne.boese@rxsap.com</a></td>
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<td><a href="http://www.rxsap.com">www.rxsap.com</a></td>
<td>509-468-7235</td>
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<tr>
<td>AAPA is a member-owned cooperative of independent pharmacies that provides the tools and resources needed for members to improve their bottom lines.</td>
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<tr>
<td><strong>American College of Apothecaries</strong></td>
<td><strong>1319</strong></td>
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<tr>
<td>Dana Easton</td>
<td><a href="mailto:dana@acainfo.org">dana@acainfo.org</a></td>
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<td><a href="http://www.acainfo.org">www.acainfo.org</a></td>
<td>901-383-8119</td>
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<td>The American College of Apothecaries and the American College of Veterinary Pharmacists promote professional practice in independent and veterinary pharmacy through membership and educational resources.</td>
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<td><strong>American Pharmacy Cooperative Inc.</strong></td>
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<tr>
<td>Jillian Courtney</td>
<td>727-224-4347</td>
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<td><a href="mailto:paul@apcinet.com">paul@apcinet.com</a></td>
<td>205-277-1080</td>
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<td><a href="http://www.apcinet.com">www.apcinet.com</a></td>
<td>509-468-4398</td>
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<tr>
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<td><strong>American Associated Pharmacies</strong></td>
<td><strong>901</strong></td>
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<tr>
<td>Lisa Dahlstrom</td>
<td><a href="mailto:Lisa.Dahlstrom@amerisourcebergen.com">Lisa.Dahlstrom@amerisourcebergen.com</a></td>
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<tr>
<td><a href="http://www.amerisourcebergen.com">www.amerisourcebergen.com</a></td>
<td>610-727-7000</td>
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<tr>
<td>AmericanSourceBergen connects the health care industry, applying innovation toward everything from the way pharmaceuticals are sourced and distributed to the delivery of personalized patient care, delivering value across the healthcare spectrum.</td>
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<td><strong>Animal Med Express</strong></td>
<td><strong>930</strong></td>
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<td>Irwin Rashkover</td>
<td><a href="mailto:irw@animalmedexpress.com">irw@animalmedexpress.com</a></td>
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<td><a href="http://www.animalmedexpress.com">www.animalmedexpress.com</a></td>
<td>615-661-8616</td>
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<td>Animal Med Express is the predominant provider of animal pharmaceuticals, OTC and nutritional supplements to retail pharmacies nationwide. Offering this new profitable service to retail pharmacies provides them entry into the growing $15 billion animal prescription market.</td>
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<td><strong>Anodyne</strong></td>
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<td>Billy Kanter</td>
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<td><a href="http://www.anodyneshoes.com">www.anodyneshoes.com</a></td>
<td>844-637-4637</td>
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<td>Diabetic shoe inserts.</td>
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<td><strong>Arbor Pharmaceuticals, LLC</strong></td>
<td><strong>1126</strong></td>
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<tr>
<td>David Joffe</td>
<td><a href="mailto:david.joffe@arborpharma.com">david.joffe@arborpharma.com</a></td>
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<td><a href="http://www.arborpharma.com">www.arborpharma.com</a></td>
<td>727-224-4347</td>
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<td>Arbor Pharmaceuticals, headquartered in Atlanta, is a pharmaceutical company currently focused on the cardiovascular, neuroscience, hospital and pediatrics markets. Arbor currently markets anti-hypertensive products as well as medications for restless leg syndrome, heart failure, ADHD, acute otitis media with tympanostomy tubes, and head lice.</td>
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<td>Tara Modisett</td>
<td><a href="mailto:tara@naspa.us">tara@naspa.us</a></td>
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<td>Medication Safety</td>
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<td>Shams Shibley</td>
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<td><a href="http://www.amerisourcebergen.com">www.amerisourcebergen.com</a></td>
<td>610-727-7000</td>
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<td>AmericanSourceBergen connects the health care industry, applying innovation toward everything from the way pharmaceuticals are sourced and distributed to the delivery of personalized patient care, delivering value across the healthcare spectrum.</td>
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<td><strong>Animal Med Express</strong></td>
<td><strong>930</strong></td>
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<tr>
<td>Irwin Rashkover</td>
<td><a href="mailto:irw@animalmedexpress.com">irw@animalmedexpress.com</a></td>
</tr>
<tr>
<td><a href="http://www.animalmedexpress.com">www.animalmedexpress.com</a></td>
<td>615-661-8616</td>
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<tr>
<td>Animal Med Express is the predominant provider of animal pharmaceuticals, OTC and nutritional supplements to retail pharmacies nationwide. Offering this new profitable service to retail pharmacies provides them entry into the growing $15 billion animal prescription market.</td>
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<tr>
<td>Billy Kanter</td>
<td><a href="mailto:Billy.k@anodyneshoes.com">Billy.k@anodyneshoes.com</a></td>
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<tr>
<td><a href="http://www.anodyneshoes.com">www.anodyneshoes.com</a></td>
<td>844-637-4637</td>
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<tr>
<td>Diabetic shoe inserts.</td>
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<tr>
<td><strong>Arbor Pharmaceuticals, LLC</strong></td>
<td><strong>1126</strong></td>
</tr>
<tr>
<td>David Joffe</td>
<td><a href="mailto:david.joffe@arborpharma.com">david.joffe@arborpharma.com</a></td>
</tr>
<tr>
<td><a href="http://www.arborpharma.com">www.arborpharma.com</a></td>
<td>727-224-4347</td>
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<tr>
<td>Arbor Pharmaceuticals, headquartered in Atlanta, is a pharmaceutical company currently focused on the cardiovascular, neuroscience, hospital and pediatrics markets. Arbor currently markets anti-hypertensive products as well as medications for restless leg syndrome, heart failure, ADHD, acute otitis media with tympanostomy tubes, and head lice.</td>
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<td><strong>901</strong></td>
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<tr>
<td>Tara Modisett</td>
<td><a href="mailto:tara@naspa.us">tara@naspa.us</a></td>
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<td>866-365-7472</td>
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<td>Medication Safety</td>
<td>866-365-7472</td>
</tr>
<tr>
<td>313-850-2058</td>
<td>313-850-2058</td>
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<tr>
<td><a href="http://www.aaparx.com">www.aaparx.com</a></td>
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<tr>
<td>AAPA is one of the nation’s fastest growing pharmacist owned and operated buying groups that brings new and innovative programs and tools to our independent pharmacy members.</td>
<td></td>
</tr>
<tr>
<td><strong>American Pharmacy Cooperative Inc.</strong></td>
<td><strong>419</strong></td>
</tr>
<tr>
<td>Jillian Courtney</td>
<td><a href="mailto:jill@apcinet.com">jill@apcinet.com</a></td>
</tr>
<tr>
<td><a href="http://www.apcinet.com">www.apcinet.com</a></td>
<td>205-277-1080</td>
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<tr>
<td>American Pharmacy Cooperative Inc., is a group purchasing organization established to protect and promote the interests of independent pharmacists by offering exceptional services and programs.</td>
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<tr>
<td>Lisa Dahlstrom</td>
<td><a href="mailto:Lisa.Dahlstrom@amerisourcebergen.com">Lisa.Dahlstrom@amerisourcebergen.com</a></td>
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<tr>
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ARK Business Services Inc. .................. 840
Nikiela Powell 347-590-2779 ext. 305 npowell@arkbs.com www.arkbs.com

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www.celticwindcrops.com
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Holus Pure Premium CBD .. 132
Ashley Brandt 763-656-9014 abrandt@unitedscience.com www.holuscbd.com

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Cindi Lewis 646-902-4941 cindi@hyperbiotics.com www.hyperbiotics.com Hyperbiotics is a health and wellness company that formulates premium probiotic supplements that support the foundation of human health.

ImageX Innovation .. 115
Leah Peterson 702-214-2154 coordinator@imagexinovation.com www.imagexinovation.com

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Leah Peterson 702-214-2154 coordinator@imagexinovation.com www.imagexinovation.com

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Indy Health Incorporated 104
Laura Atkinson 614-414-0249
Laura.atkinson@indyhealthsolutions.com
www.indyhealthinc.com

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Beth Osborne 702-914-9910 ext. 137
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john_jordan@innovatix.com
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847-331-6242
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224-213-5595
byron.purdje@yuyama-usa.com
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Dear NCPA Pharmacist,

You perform a valuable service for the community - and as part of that community service, we think you should know about Ear Natural® ear drops, a new OTC medicine for viral/bacterial middle-ear infections.

**COST/BENEFIT ANALYSIS  Middle-ear infections (OTIS MEDIA) Treatment**

**Using Prescription Antibiotics vs. Ear Natural® ear drops**

**Using Prescription Antibiotics**
1. Parent sees child crying and complaining about ear – Parent thinks child may have an ear infection.
2. Requires parent to call to make urgent care doctor appointment at odd hours day/night.
3. Travel to doctor office, sit in waiting room.
4. Doctor peers into the ear and declares redness in the ear – symptom of middle-ear infection.
5. Doctor writes prescription for antibiotics.
6. Parent goes to pharmacy to fill prescription.
7. Pharmacy says to take the medicine for at least 3 to 5 days.
8. Pharmacy advises Parent that prescription antibiotics may cause harm to child and creates resistant strain bacteria as documented in medical literature.
9. The above takes half a day or more and costs $150 to insurance co, and $20 in co-pay.
10. Subsequent ear infections require parent to repeat all this.... what a nightmare!

*Please note: Prescription antibiotics are effective against bacterial infections only and not against viral infections.*

**EAR NATURAL® OTC Medicine**

Ear Natural® is a new 100% effective OTC medicine for all middle-ear infections viral/bacterial. Ear Natural® has been granted a US patent, other patents pending.

Ear Natural®, being a home remedy, does not require doctor visit and prescription antibiotics:

**Ear Natural® works using natural ingredients that do no harm:**

- Ear Natural® works using natural ingredients of essential oils from flower and seed.
- Ear Natural® works in a matter of minutes in one treatment.
- Ear Natural® – see video titled “Cry of a mother” on www.BPNaturalHealth.com and learn more about what it is and how it works.
- Ear Natural® costs $45.00 with an evergreen $20 discount coupon and has enough medicine to last a season.
- Ear Natural® needs to be stocked in every home and you should take on that responsibility.

Based on this cost/benefit analysis between prescription antibiotics and Ear Natural®, your customers have no need to suffer side effects of prescription antibiotics.

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**A5 OF 9/30/2019**

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- Secure340B
- SUNRx

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- American College of Apothecaries
- Medisca
- National Healthcareer Association
- Rees Scientific
- The Compliance Team, Inc.

**Adherence**
- Center
- CoverMyMeds
- Euclid Medical Products
- FDS, Inc.
- FLAVORx
- Frier Levitt, LLC.
- Innar, Inc.
- Integral Rx
- Liberty Software
- Micro Merchant Systems
- NCPC
- Noritsu Medical Group
- Omnicell
- PioneerRx
- Robotik Technology
- Rx Return Services
- RxSafe
- ScriptDrop
- ScriptPro
- Synergy Medical
- Ultra Lab Tests

**Advertising**
- Patient Pipeline Inc.

**Advocacy**
- NCPC
- Pharmacists United for Truth & Transparency

**Animal Pharmaceuticals**
- Animal Med Express

**Association**
- American College of Apothecaries Exemplar
- International Academy of Compounding Pharmacists (IACP)
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- NCPDP
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**Audit Assistance**
- Paas National, Inc.

**Baby Program**
- Whaley’s Baby

**B2B Marketing Solutions**
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**Biometric Authentication**
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**Business Analytics**
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**Buying Group**
- AAPA GPO
- American Associated Pharmacies
- BlueFlower
- Celeste Stein Designs Inc.
- Celtic Wind Crops
- Center
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- Frier Levitt, LLC.
- GenMed, Inc.
- HealthGrowth Capital
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- PBA Health

**Buying Website**
- SaveBigRx

**CBD**
- Abacus Health Products
- Balanced Health Botanicals
- Celtic Wind Crops
- Commonwealth Exports
- Cure
- GM Hemp Co.
- Green Gorilla
- Halos Pure Premium CBD
- Health Market
- Imbue Botanicals
- Medella Sciences
- Medtara CBD
- NCPC CBD Source, powered by PRS
- NuLeaf Naturals
- PharmaCanna
- Plant Therapy
- Plus CBD oil by CV Sciences
- Vinco Inc./Madre Terra Science, LLC.
- White Coat Nutra

**Compliance**
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- Parata
- PRS Pharmacy Services
- R.J. Hedges & Associates

**Compounding**
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- American College of Apothecaries
- B&B Pharmaceuticals

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Dose Aid
Beutlich Pharmaceuticals

Education
Allied Against Opioid Abuse
NCPA Spectrum Pharmacy Products

Essential Oils
BlueFlower
Plant Therapy

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Boost Oxygen
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Health Screenings
Ultalab Tests

Home Health Care
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Homeopathic
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In-Home Pharmacy Test Kits
Physician 360

In-Store Digital Marketing
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