

## BACKGROUND

- Community Pharmacy Enhanced Service Network (CPESN) Community Health network specializes in the integration of community health workers (CHWs) in community pharmacies, which creates new opportunities for service revenue.
- One focus in the provision of care coordination services.
- These services go above and beyond requirements of an outpatient pharmacy dispensing contract and are focused on improving health outcomes.
- Currently, covered entities, or organizations eligible to participate in the 340B Drug Pricing Program, contract with the network of pharmacies for care coordination.
- Delivered by CHWs, the service provides a variety of community benefits to individual patients.

## PURPOSE STATEMENT

- Describe community benefit interventions delivered by pharmacy-based community health workers.

## CARE COORDINATION PATIENT CARE FLOW

- Patient – Provider – Pharmacies relationship is managed and supported by Community Health Workers located within the community pharmacy in an effort to best optimize and coordinate care, both clinical and social.
  - Step 1:** prescription arrives at local pharmacy
  - Step 2:** patient program attribution / qualification is assessed
  - Step 3:** once eligible, CHW works with provider group owned pharmacy (340B) to transfer qualified prescriptions and coordinates pickup / delivery
  - Step 4:** provider owned pharmacy (340B) fills prescriptions and coordinates pickup / delivery / counseling with local pharmacy, pharmacist (and CHW)
  - Step 5:** local pharmacy and CHW works with patient, provider, provider pharmacy, and local pharmacy to coordinate medication access close to the patient’s home
  - Step 6:** patient receives medication and required and appropriate patient care services from local pharmacy staff.

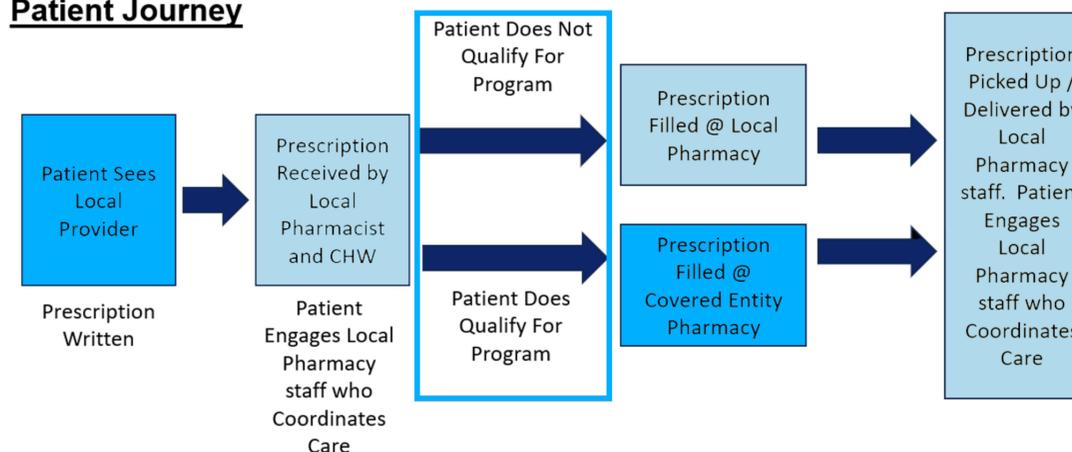
## INNOVATION

- Care Coordination Pilot launched September 2024 & Reporting available thru September 2025
- Pilot includes 1 covered entity & 3 CIN pharmacies
- 429 standardized care coordination services delivered
- Services paid based on CPT G0023 Fair Market Value (2025 Medicare Physician Fee Schedule)
- Services funded through 340B savings and reinvested by the CE to “reach more eligible patients and providing more comprehensive services” (HRSA definition)

## CARE COORDINATION PATIENT CARE FLOW AND RESULTS

- “The 340B Program enables covered entities to stretch scarce federal resources as far as possible, reaching more eligible patients and providing more comprehensive services.”<sup>1</sup>
- “Care coordination, a key element for delivery of quality primary care, involves deliberately organizing patient care activities and sharing information among all of the participants concerned with a patient's care to achieve safer and more effective care. This means that the patient's needs and preferences are known ahead of time and communicated at the right time to the right people across units or sites of care to provide safe, appropriate, and effective care to the patient.”<sup>2</sup>

### Patient Journey



- “Addressed and closed immunization gaps” -Community based PharmD + CHW
- “Supported hospital discharge "short hospital stay so we have re-coordinated her fills and reconciled the discharge orders.” -Community based PharmD + CHW
- “Successfully implemented tobacco cessation ‘She has also quit smoking!’” -Community based PharmD + CHW
- “Helped patient get a phone (She is now able to call us with any issues because she has a new cell-phone we were able to help her get thru the govt assistance plan! )” -Community based CHW

## FUTURE DIRECTION

- This model can be a basis for future outcomes and value-based arrangements between local provider groups and community pharmacies
- Local pharmacy and provider alignment around social, clinical, and quality measure driven outcomes can be the foundation for greater local interoperability between otherwise siloed provider groups.

## CONCLUSION

- This solution provides community pharmacies and clinically integrated networks an opportunity to align with local provider groups to provide longitudinal care coordination services utilizing sustainable revenue.

## REFERENCES

1. <https://www.hrsa.gov/opa>
2. <https://www.ahrq.gov/ncepcr/care/coordination.html>