

Community Pharmacies as Emerging Care Hubs: Insights from CPESN Florida eCare Plan Data



Laura Rhodes, PharmD¹; Caroline Eason, PharmD¹; Jessica Finke, PharmD¹; Theresa Tolle, BSP Pharm¹; Shane Abbott, BSP Pharm¹; Carl Allison, BSP Pharm¹; Erin Dorval, PharmD¹; Kevin Duane, PharmD¹; S. Mark Hobbs, BSP Pharm¹; Eric Larson, PharmD¹; Alvaneta Osbourne, BSP Pharm¹; Trey Burry, PharmD¹
¹Community Pharmacy Enhanced Services Network Florida

BACKGROUND

- Pharmacists are highly accessible healthcare professionals, offering direct patient care and various clinical services.
- Pharmacist clinical training enables the assessment of medication regimens, identification of drug-related problems, and support of therapeutic outcomes.
- Community-based pharmacists play a key role in managing chronic conditions and improving medication adherence.
- The Community Pharmacy Enhanced Services Network (CPESN) participating pharmacies enhance their impact by integrating pharmacists into care teams, reducing the total cost of care, and improving patient outcomes through enhanced services and coordinated care.

OBJECTIVES

- To evaluate the types and frequency of pharmacist-billed clinical services through eCare Plans across participating community pharmacies and to identify current billing practices and uncover future opportunities for expanding service offerings to improve patient care and outcomes.

METHODS

Design	Retrospective review
Location	8 CPESN Florida participating pharmacies
Inclusion Criteria	eCare Plan data from 07/2024-06/2025 for patients attributed to participating pharmacies by a Medicaid plan based on prescription fill history
Methods	<ul style="list-style-type: none"> Documented services could include evaluation and management (E&M), medication therapy management (MTM), patient counseling, point-of-care testing (POCT), and telehealth site-of-care support Interventions were documented using eCare Plans SNOMED CT codes were used to document interventions CPESN Florida exported deidentified eCare plan data for analysis
Analysis	Descriptive statistics

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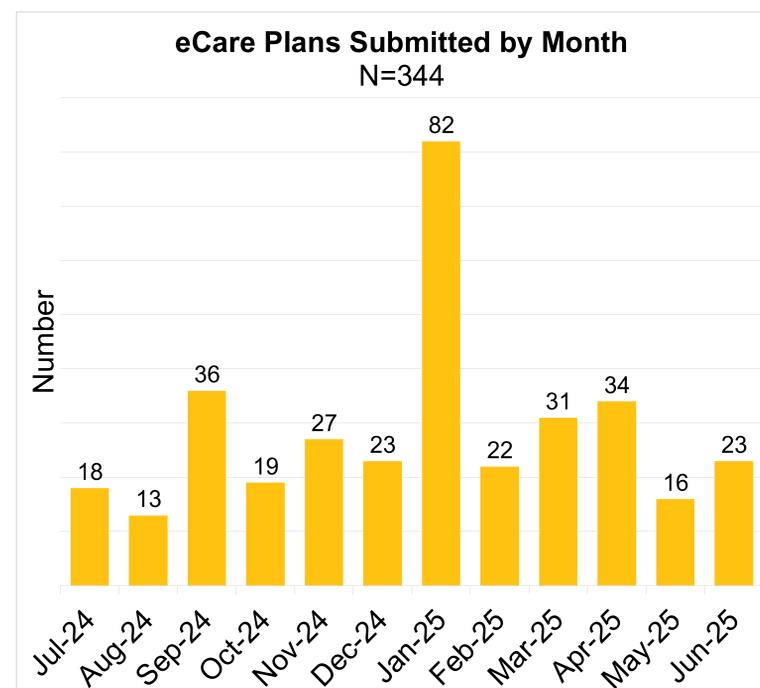
RESULTS

Demographics

Characteristic	N (%)	
Percentage of total patients enrolled in the pharmacy's Med Sync Program	50-85%	3 (38)
	30-50%	4 (50)
	10-30%	1 (12)
Pharmacies optimizing the utilization of technology for documentation and billing	Above Average	3 (38)
	Average	4 (50)
	Below Average	1 (12)
Types of cash-based clinical services implemented at the pharmacy	POCT	4 (36)
	Compounding	2 (18)
	Travel Vaccines	3 (27)
	None at this time	2 (18)

eCare Plans

- 344 eCare Plans were submitted for 275 unique patients across 8 pharmacies, with an average of 1.3 eCare Plans per patient over 12 months.
- MTM was the most common intervention (n=338); other codes billed were telehealth site-of-care (n=4), evaluation & management (n=3), HbA1c POCT (n=1), and patient counseling (n=1).



Impact Stories

*Patient came in for **A1C testing**. Our pharmacist asked how her glucose readings had been. The patient stated that she has not checked her blood sugar since her husband passed away 3 months ago. She expressed depression and that her current medications were not helping to alleviate the symptoms. The pharmacist emphasized how crucial it is to care for herself during this time of grief. **Recommendations were sent over to her physician** to help address her symptoms in an effort to help her during this time. The patient was very grateful for the time spent with her and the education provided for both diabetes and depression care. The patient stated that she had not wanted to come in, but she was glad that she did because it **provided encouragement** that she needed.*

*Our pharmacist contacted the patient regarding the need for A1C testing. During the initial contact, the **patient was very appreciative that this service was available at the pharmacy**. During the patient's evaluation, the pharmacist was able to provide education regarding diet and nutrition as it relates to diabetes and the importance of **glucose and A1C monitoring**. The patient was provided with a sample meal plan and additional printed resources regarding nutrition. A medication review was completed, and he was **set up on sync**. The patient stated that no one had ever taken the time to explain to him how his diet was affecting his diabetes in a way that made sense to him.*

IMPLICATIONS

- Pharmacies actively engaged attributed patients with clinical services, with the most common intervention being MTM.
- The program allows pharmacists to manage patients as needs arise, with opportunities to bill for E&M, MTM, patient counseling, POCT, and telehealth site of care. Emerging opportunities may allow for additional services, such as social needs assessments with or without referrals to community services, and medication synchronization for medications for target conditions.
- These findings suggest that while pharmacists are leveraging familiar billing codes, there is an opportunity to expand into offering other services apart from MTM.
- Our network has started to use peer-to-peer coaching to support pharmacies as they diversify billing practices, ultimately aiming to enhance care delivery and improve patient outcomes.