



# ProCare HospiceCare

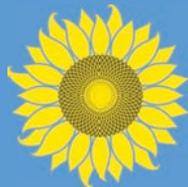
Excellence in Hospice Pharmacy & Clinical Services...  
One Patient at a Time!

# You Matter Because You Are You

and you matter to the last  
moment of your life.

“... if we can come together,  
not only in our professional capacity,  
but also in our common vulnerable  
humanity, there may be no need of  
words on our part, only of respect  
and concerned listening...”

Dame Cicely Saunders  
*Founder of the Hospice Movement*



*Discover a New Path Forward*

ProCare HumanCare: Our Commitment to Bring You High-Tech,  
Timesaving PBM Solutions with a Personal Touch



Partnership



# Experience counts when it comes to assuring at the lowest possible cost.

ProCare HospiceCare (ProCare) has been delivering exceptional value through Pharmacy Benefit Management (PBM) services for more than 30 years. Our mission, drawn directly from our hospice pharmacy experience, is to provide expert clinical pharmacy support and ongoing education. We recognize that each hospice and each patient is unique; our vision is to provide patient-centric, cost-effective, and administratively-efficient pharmacy management solutions.

We build strong partnerships with our clients based on communication and trust, and will never lose sight of meeting and exceeding the expectations of our clients, their patients, and their loved ones who serve as caregivers.

Through ProCare's advanced technology, our expert staff delivers a customized and engaging experience while allowing you to spend your medication utilization dollars in the community from which your hospice accepts patients.

# efficient access to hospice medications

ProCare pioneered the concept of On-Demand Clinical Services (ODCS). Through ODCS, our clinical pharmacists collaborate with your nurses in order to provide the most efficient and effective pain and symptom management for each individual patient.

All of our clinical pharmacists are experienced in hospice and palliative care, as well as pain management. While competitive pricing is very important, the real key in managing medication cost lies in consistent appropriate utilization.

- Instant Access to Hospice-Trained Clinical Pharmacists 24/7/365 Support Team
- On-Demand Clinical Services (ODCS)
- CoPs & QAPI Support
- Unbiased, Evidence-Based Recommendations Provided Verbally and Written
- Fully Customizable Hospice Formulary (PDL)
- Quarterly Cost Reporting and Utilization Reviews
- Hospice-Medication Utilization Guidelines (HUGs)

With the patient always in mind, our clinical pharmacist team is one of the strongest in the industry, bringing true expertise to the management of complex pain and symptoms at the end-of-life.



Quality

# We collaborate with clients to help them reach their goals

through exemplary customer service, flexible IT support, medication access options, and patient-centric solutions. You benefit from services that are designed to fit your hospice philosophy and fulfill your requirements, all while putting the patient first.

We recommend, implement, and manage medication costs through our in-house technology and provide data driven reporting. Cost containment is realized through our customizable services, volume discounts, and a transparent pricing model.

Patient prescription data (retail, mail, and infusion/specialty) is integrated into one system. Once eligibility data is entered into e.ProCare, the patient's profile becomes active, in real-time, to allow immediate processing of hospice-provided stat, first-fill, retail, or mail prescriptions.

ProCarePrescribe, our EPCS-certified e.prescribe platform, allows hospice nurses to notify the doctor of prescription needs through a proprietary website. Prescribers can easily write and send prescriptions to local or mail order pharmacies electronically. With only three simple screens to navigate, our integrated platform is custom-built to make the entire process as easy as possible.

## ProCarePrescribe Screen Shots

The screenshots illustrate the ProCarePrescribe interface. The first screenshot shows a patient's medication history table with columns for Prescription Date, Prescription, Qty, Refills, Expires, Pharmacy, and Prescriber. The second screenshot shows a search for 'morphine' with a list of results including 'morphine concentrate oral', 'morphine concentrate 100 mg/5 mL (20 mg/mL)', and 'morphine concentrate 100 mg/5 mL (20 mg/mL)'. The third screenshot shows a detailed view of a morphine prescription with fields for Quantity (100 mg/5 solution), Directions (Take 1 milliliter by mouth every four hours), and Pharmacy (GCV, 825 Jesse Jewell Pkwy, Gainesville, GA 30501).



Direct, 24/7 access to hospice and palliative care pharmacists



Analytics and quarterly Medication Cents Report (MCR)



Monthly Condition of Participation (CoPs) medication reviews



We concentrate our energy on researching and developing new programs to improve our services, and to build upon our relationship. We recognize and value the opportunity to serve our clients with their pharmacy needs. As a result, we know we are assisting your patients' comfort and dignity at the end-of-life. This is the driving force behind ProCare's reputation of providing outstanding clinical pharmacy support, cost-effective medication, and superb customer service.

We offer the most flexibility and broad scope of services to meet the unique objectives of our hospice partners.

- Wholly-Owned Systems and Technology
- Live Pharmacist Calls: 70% of Calls Answered Directly with NO WAIT TIME
- 24/7/365 Customer Care Center – Always Open

ProCare is fully committed to continuing education, evidenced by the fact that we are the only ANCC (American Nurses Credentialing Center) accredited Hospice PBM provider. This allows us to offer your nurses continuing professional development education credits at no additional cost.

We provide monthly Continuing Nurse Education (CNE) programs and our interactive website [www.ProCareHospiceCare.com](http://www.ProCareHospiceCare.com) contains many useful tools.

- Disease-State Algorithms
- Unlimited Access to Lexi-Comp Online™
- Patient Information Medication Leaflets
- Continuing Staff Education
- Clinical Newsletter Blog

## Convenience

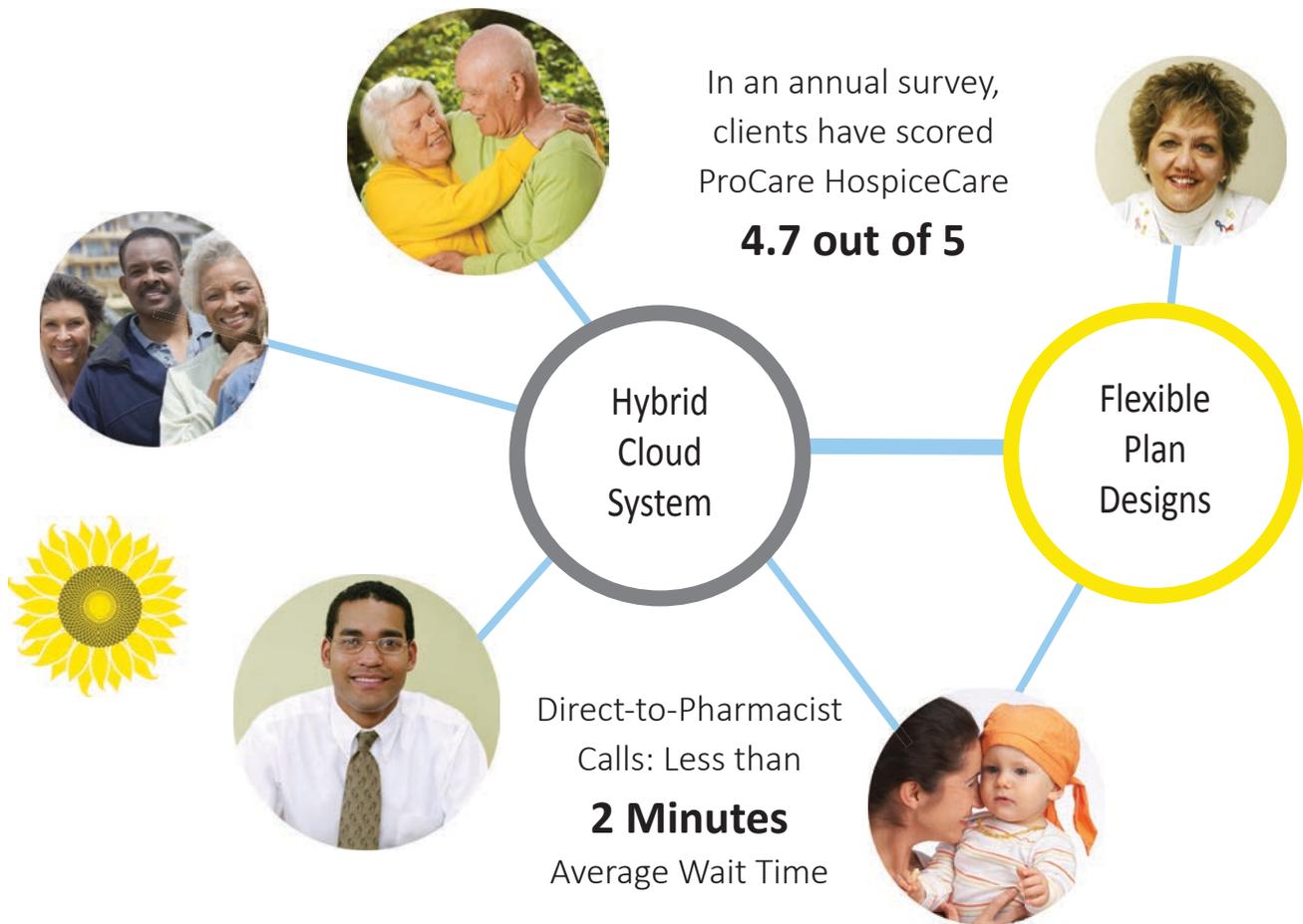
Notifications of regulation changes & drug recalls/shortages



Interdisciplinary group or team (IDG/IDT) participation



Routine formulary analysis and updates

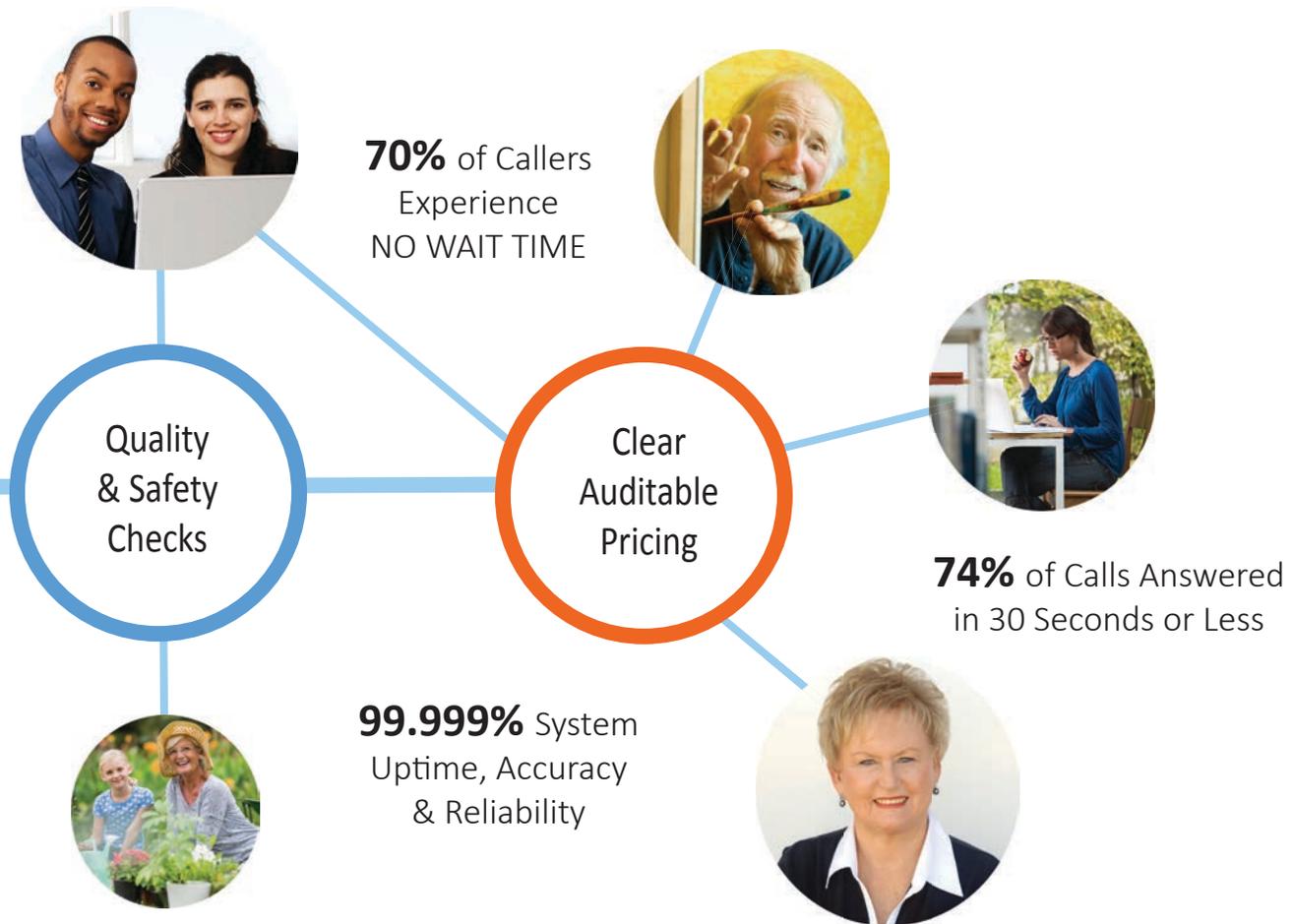


ProCare HospiceCare, *powered by ProCareRx*, has its own online claims processing system, which allows us the ability to offer extensive capabilities in hospice plan design and benefits, including successful interfaces that export claim level detail into hospice software systems.

All patient prescription data integrates into our claims processing system, and is accessible to hospice-designated staff. This allows you the benefit of real-time implementation of plan changes, claim adjudication solutions, and comprehensive reporting.

- Financial & Utilization Reports
- CMS CR 8358 Error-Free Submissions
- Medication Cents Report

Our transparent, pass-through pricing model gives you the confidence that the price we pay the pharmacy is the exact same price we bill your hospice (no mark-up or spread). We offer service level agreements in an open and auditable contract.



“ My staff cannot say enough **GREAT** things about their interaction with **ProCare staff** and the service provided to us.”

*~President and CEO*

The value of a strong relationship with local pharmacies cannot be underestimated. We will contract with area providers and create a strong community pharmacy network for your hospice, while preserving the relationships you have developed with your existing pharmacy partners.

ProCare PharmacyCare is our affiliated mail order and specialty pharmacy that can provide next day, two-day, or three-day delivery of any medication ordered with a valid prescription, along with comfort kits for your patients.

**Control**

# ProCare HospiceCare

- Hospice-Specific National PBM Since 2006
- `A la Carte and Tailored Service Options
- In-House Adjudication Claims Processing, No Middle Man
- Unlimited Pharmacy Benefit Plan Designs
- Fully Customizable Hospice Formulary (PDL options)
- ADT and Medication Interfacing with EMR's at No Cost
- ProCarePrescribe, Our Integrated e.Prescribing Platform
- Pharmacy Help Desk & Customer Care Center – 24/7/365
- Medication Access, Pharmacy Network Administration
- Account Management and Implementation Specialists
- Unsurpassed 24/7/365 On-Demand Clinical Services
- Robust Ad-Hoc and Scheduled Reporting Capabilities
- Education and Training Programs
- Continuum of Care, Hospice and Palliative Support Services

Experience the **POWER** of the *Sunflower*



[www.ProCareHospiceCare.com](http://www.ProCareHospiceCare.com)

800-377-1037    [Resources@ProCareRx.com](mailto:Resources@ProCareRx.com)