



Dear Pharmacist,

On behalf of the Pennsylvania Pharmacists Care Network (PPCN), I would like to invite you to participate in an initiative focused on incorporating community pharmacy more fully into the healthcare system. The first step is to develop a high quality community pharmacy network that is committed to providing high quality, patient centered care. The purpose of PPCN is to improve quality of care and patient outcomes related to medication use, enhance patients' overall health trajectory and reduce total cost of care. PPCN is seeking pharmacies that have demonstrated interest in the delivery of high quality, patient-centered care that exceeds traditional dispensing services to voluntarily participate in this network.

This enclosed document – the **PPCN Community Pharmacy Participation Agreement** – contains an overview of roles and responsibilities and participation requirements. Completion of this document is the next step in developing our high quality community pharmacy network.

Upon receipt of your submitted agreement, you will be emailed an enrollment survey including information pertaining to optional enhanced services your pharmacy is willing to offer to patients in your community. PPCN will conduct a quality assurance process to ensure commitment to providing high-quality services within the network.

If you have any questions about the PPCN, please contact Mindy Kozminski at mkozminski@papharmacists.com. Thank you for your interest in the PPCN!

Sincerely,

Mindy Kozminski, PharmD, BCACP
PPCN Executive Manager

Patricia Epple, CAE
PPA CEO

PPCN Board Members

Chair: Nicholas Leon, PharmD, BCPS, BCACP
Associate Professor of Pharmacy Practice, Jefferson University, College of Pharmacy

Vice Chair: Kristen Hartzell, PharmD, BCACP
Vice- President, Hartzell's Pharmacy

Richard Demers, RPh, MS, FASHP
Assistant Executive Hospital Director, Pharmacy, Hospital of the University of Pennsylvania

Melissa McGivney, PharmD, FCCP, FAPhA
Associate Professor & Director, Community Practice, University of Pittsburgh School of Pharmacy

James Reed Jr., RPh
Lehigh Valley District Pharmacy Supervisor, Walgreens

William Thompson III, RPh
President, Thompson Pharmacy

Pennsylvania Pharmacists Care Network



Expertly Managing Your Medications, *Focusing on You.*

Community Pharmacy Participation Agreement

Fall 2016



GENERAL INFORMATION

Overview of the PPCN

PPCN's mission is to be a premier professional network of pharmacists collaborating to optimize medication use and promote positive patient outcomes. The literature consistently shows that when a pharmacist is more fully involved in a patient's health, patient care improves.¹ It has also been well established that ensuring appropriate medication use could avoid over 200 billion dollars in health care costs nationwide.²

At PPCN, we believe pharmacists practicing in the community have the ability to add significant value to the health care system. This means that we are dedicated to improving the quality of patient care while lowering overall health care costs.

Purpose

The purpose of PPCN is to identify, train, and maintain a network of community pharmacies and pharmacists that provide high quality enhanced services to patients to improve clinical outcomes and utilization of healthcare resources. PPCN is currently seeking community pharmacy participation with those who are delivering high quality, patient-centered care.

PPCN will work to establish contracts directly with the payers that will provide opportunities for pharmacies to be reimbursed for clinical services so that their practices are sustainable. PPCN pharmacies agree to be active participants in the network, collaborating and sharing ideas and practice data as determined, requested, and needed by the network.

Our Quality Commitment:

Pharmacists providing Required Enhanced Services (see section 2) must complete the PPCN training program by enrolling in the Comprehensive Medication Management Collaborative (CMMC) prior to receiving access to the electronic documentation and billing system. We hold pharmacists to the highest professional standards and are committed to continuous quality improvement in order for our partners to have every confidence in the caliber of care we can provide. PPCN will conduct quality assurance processes where cases will be reviewed to assure quality standards are being met. PPCN is also committed to providing pharmacists with the support they need to be successful patient care providers. The CMMC will be a place of continuing education and sharing best practices. In addition, pharmacists will have access to experienced clinicians via the mentor collaborative as resources when caring for a challenging or complex patient. On-line Tool Kits have also been developed by the mentor collaborative as tangible resources for pharmacists to access when caring for patients.

Section I

Requirements of PPCN Community Pharmacies

All participating pharmacies will agree to support medication optimization by offering enhanced pharmacy services including medication therapy management (MTM) services and ongoing care plan development and reinforcement as core services.

All PPCN pharmacies will:

- Establish a therapeutic relationship with patients through high quality, patient centered dispensing practices;
- Offer a private, confidential setting to talk with patients about their medications and related health care issues or concerns.
- Counsel patients on the appropriate and safe use of their medications (prescription, OTC, supplements, herbals, and home remedies) including benefits and potential side effects;
- Assist patients with understanding the importance of all medications and knowing how to take them as prescribed or recommended;
- Provide regular ongoing reviews of patient medication regimens to identify opportunities to optimize therapy;
- Work collaboratively with health care professionals to resolve any concerns with the patient's medications.
- Enhanced care coordination and additional monitoring between provider office visits for patients, especially those who are non-adherent to medications and/or are medically complex;
- Reinforce the patients' goals of therapy;
- Promote and encourage adherence to chronic medications.

Pharmacy Participant's Roles and Responsibilities

- Agree to have sufficient pharmacists (in order to meet the needs of any future payer contracts in which you plan to participate) enroll in the Comprehensive Medication Management Collaborative and complete both the on-line and live portion of the MTM training program.
- Respect each patient's right to choose their own practitioners and pharmacies.
- Maintain registration of the pharmacy and all involved pharmacists with the Pennsylvania Board of Pharmacy and, at all times, remain in good standing with the Pennsylvania Board of Pharmacy.
- Be responsible for accessing, using and disclosing patient information on secure data platform(s) and application(s), when applicable for medication management activities in coordination with the PPCN policy and procedures.
- Create a profile within the Pharmacy Locator Application that PPCN will provide detailing the enhanced services available at your pharmacy location.
- Execute PPCN related and required documents as reasonably requested.
- Report immediately to the PPCN should the pharmacist/pharmacy or any of the pharmacy's authorized users be debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any Federal or State program, department or agency, including but not limited to Medicare and any State Medicaid agency.

Section II

Required PPCN Enhanced Services: (Required Services may be updated or modified as needed):

1. **Ability to perform Comprehensive Medication Reviews (CMRs):** Pharmacists providing CMRs must complete required PPCN training to be eligible for reimbursement. Reimbursement will be provided by PPCN through any future payer contracts. Specific details such as eligibility criteria will be payer contract dependent. Details forthcoming.

All CMRs will meet the following standards:

- Conducted face to face (when possible) in a private space;
- All medications (including OTCs and herbal) are reviewed and assessed for appropriate indication, efficacy, safety and compliance;
- Encounter is documented in required technology platform;
- All Drug Therapy Problems (DTPs) identified are communicated to the PCP and other appropriate prescriber if applicable;
- Patient will receive a comprehensive medication list including names of medications, directions for taking, what it is for, goals of the medication, and who prescribed (if applicable);
- Patient will also receive any applicable recommendations in writing to optimize their therapy;
- Every CMR will include a telephonic or in person follow up to ensure resolution to any identified DTPs.

2. Immunizations: Pharmacists should actively screen patients for ACIP recommended immunizations, educate patients about needed immunizations, and should offer at minimum the following immunizations: influenza, pneumococcal (both conjugate and polysaccharide) and herpes zoster as appropriate per patient population. If a pharmacy is unable to provide immunizations at their site (ex. LTC facility or clinic/hospital location or lack of third party reimbursement), they should actively screen patients for needed immunizations, educate patients/caregivers about immunizations needed and refer patients to another provider for these immunizations.

Optional Enhanced Services Provided by PPCN Community Pharmacies: Each participating pharmacy will be able to create a personalized profile within the Pharmacy Locator Application specifying which of the enhanced services are offered at your pharmacy. This application will be shared with and promoted to payers, providers, care managers, etc. as a way to help connect patients to the services you provide. (See appendix A for full listing and descriptions).

**Pennsylvania Pharmacist Care Network
Pharmacy Participation Agreement
2016**

Before submitting your agreement, carefully review and consider the pharmacy requirements and roles and responsibilities to participate in the Pennsylvania Pharmacists Care Network. **Please complete one agreement per pharmacy location.**

Participant Information

****Participation is free for the first 12 months, after which there will be a \$100 annual fee per pharmacy location***

Please print or type

Ms.

Mr.

Dr.

Contact Name (First, Middle Initial, Last)

Credentials

Company Name

**Pharmacy NPI
(If applicable)**

Preferred Mailing Address

Mailing Address (Line Two)

Employer Identification Number (EIN)

City

State

Zip Code

County

Preferred Telephone (area code/number)

**Preferred Fax Number
(Area code/number)**

Preferred e-Mail Address

Buying Group

Dispensing System

Please list the name and license number of other pharmacists that intend to participate in the PPCN including enrolling in the CMMC and completing the training program.

My signature below indicates that I have read and agree to the required enhanced services and roles and responsibilities of the Pennsylvania Pharmacists Care Network pharmacist. I commit that ____ <insert pharmacy name> ____ will provide high quality, high integrity care. Failure to perform these requirements with highest integrity may result in termination of the network. I also agree to:

- Support the goals of the PPCN.
- Offer my expertise to help ensure the success of the initiative.
- Complete all necessary training and education as required.
- Provide support for all data collection procedures.
- Actively participate in all requests for my assistance and response.
- The fee structure outlined above.

Pharmacy Owner/Supervisor

Print Name

Title

Signature

Date

Please submit participant agreement electronically to Mindy Kozminski, PPCN Executive Manager, at mkozminski@papharmacists.com or fax 412-624-1850.

Appendix A: Optional Enhanced Services (Please check off any that you currently offer)

- 24-hour Emergency Service/On Call- Dispensing:** medication dispensing services offered after the normal business hours in urgent situations or special circumstances.
- 24-hour Emergency Service/On call- Non-Dispensing:** non-medication dispensing services offered after the normal business hours such as Drug Therapy Problem resolution or medication reconciliation in urgent situations or special circumstances.
- Adherence Packaging:** Assisting the patient with a system to help organize medications, take them at correct times of day and improve patient compliance/adherence. This may include packaging systems such as bubble packing, medication strips, med planners, or automated medication planners with utilization of appropriate labeling as determined by the Board of Pharmacy.
- Clozapine dispensing and monitoring:** ability to dispense Clozapine through registration with the Clozapine Patient Registry data base and on-going monitoring of labs for applicable patients.
- Compounding (Non-Sterile):** art and science of creating personalized, non-sterile medication.
- Compounding (Sterile):** art and science of creating personalized, sterile medications.
- DME Billing – Medicare** ability to bill Medicare for durable medical equipment.
- DME Billing – Medicaid:** ability to bill Medicaid for durable medical equipment.
- DSME site (ADA of AADE certified):** Certified provider of Diabetes Self-Management Education.
- Home Delivery (Free):** pharmacy provided delivery service, restrictions may apply; call pharmacy for details.
- Home Delivery (Fee associated):** pharmacy provided delivery service; restrictions may apply; call pharmacy for details.
- Home Visits:** act of sending a pharmacist or other qualified pharmacy staff member into a patient's home to complete a medication reconciliation/review or other medication related service.
- Long-Acting Injections:** ability to administer injections for long-acting medications in your pharmacy; may require employment of non-pharmacy profession staff such as a nurse.
- Long Term Care Services:** act of handling and packaging medications for patients at long term care facilities (e.g. nursing home, assisted living facilities, hospice centers).
- Medication Disposal Program**
- Medication Synchronization Program:** A proactive process of timing a patient's routine refills with a pharmacist's clinical disease state management and monitoring for progression toward desired therapeutic goals.
- Multi-Lingual Staff:** employs a pharmacy staff member who is able to fluently speak a language other than English. Please specify:
- Multi-Lingual Service:** has a contracted service with a vendor who can translate in real time between the pharmacist/pharmacy representative and the patient or patient representative.
- Naloxone Dispensing:** Ability and willingness to stock and dispense naloxone and deliver proper counseling for its use in narcotic overdose situations.
- Pharmacogenomics Testing:** act of using a patient's specific genome to determine how medications will be metabolized to improve patient outcomes; includes performing the test, counseling/follow up with the patient, and communication of results to the provider for necessary medication changes.
- Point of Care Testing:** ability to perform medical testing and deliver results in the pharmacy (e.g. HBA1c, cholesterol, blood glucose).
- Smoking Cessation Program:** educational program offered in your pharmacy to assist patients who desire to stop smoking.
- Specialty Pharmacy Dispensing:** ability to dispense medications deemed "specialty drugs" based on the fact that they require specialized care due to cost, treatment of a rare condition, requirement of special handling, use of a limited distribution network, or ongoing clinical assessment.
- Travel Consult:** Ability to meet with a patient preparing to leave the country to educate on necessary vaccines and administer them when applicable.