

Prescribed, But Not Dispensed – How Did That Happen?



Prescription drug costs continue to be a focal point for consumers both politically and financially. PHSI's **Prescribed But Not Dispensed-How Did That Happen?** training course examines the various hurdles a prescription must clear before being dispensed and why many times an alternative product is substituted. Course training includes an overview of the prescription filling process, including the various stakeholder roles:

- **Prescriber**
- **Patient**
- **Retail Pharmacy**
- **MCO/PBM/Medicaid Sponsors**
- **Drug Database Providers**

Both retail pharmacy and MCO/PBM's deploy sophisticated electronic checks and balances to maximize patient care and minimize expenses.

PHSI examines the key drivers within the various stakeholders that have the most significant impact on product selection:

- **MCO/PBM/Medicaid Sponsors**
 - Plan Coverage Guidelines
 - Formulary Edits
 - Dispense as Written (DAW) Logic
 - Prior Authorization Programs
 - Step Care Edits
 - Patient Copay Structures
- **Retail Pharmacy**
 - Practice Management Systems
 - Adjudication Claim Processor Edits
 - Pharmacy System Edits
- **Drug Database Providers**
 - Brand/Generic Classification Scheme
 - Timeliness of Product Updates
 - Pricing Fields
 - Clinical Edits

How Third Party Reimbursement Drives Product Substitution in Retail Pharmacy:

- **Brand vs. Generic Reimbursement - A Look at Math Models**
- **MAC vs. Generic Reimbursement**



Regardless of whether you are targeting new trainees, a seasoned sales force, or a veteran management team, PHSI will develop customized training solutions and interactive case studies to meet your management goals.

For more information, please contact us at **(412) 635-4650** or visit us on-line at www.pharmacyhealthcare.com.

