



the
craneware
group™

Pharmacy

Professional Services Catalog

As the leader in value cycle solutions for more than 20 years, hospitals of all sizes and types rely on the expertise of Professional Services from The Craneware Group to help address their toughest challenges. Delivered results lead to improved and sustained operational and financial performance.

Professional Services team members are experts with years of experience focused on customer goals and aligned with hospital providers. We have the experienced resources you need:

- Credentialed pharmacy and 340B experts
- Nurse case managers with 25+ years' experience in case management
- Certified inpatient and outpatient coders with 30+ years' experience in auditing and coding
- Experts in patient financial services and certified health information management
- Experts in chargemaster, CDM and revenue integrity

Our team of seasoned 340B experts is here to help you with professional services developed from working with thousands of different covered entities and contract pharmacies. As an extension of your team, we combine years of direct pharmacy and hospital operations experience with a deep understanding of The Craneware Group's solutions to give you unmatched confidence in the future of your 340B program. For more information contact us at info@thecranewaregroup.com or (888) 601-4162.

Contents

- 4 340B Program Health Check**
 - Audit Preparation**
 - Business of Pharmacy Applications**
 - Contract Pharmacy Optimization**
 - ESP Services**
- 5 Formulary Review**
 - Mapping Services**
 - Orphan Drug Opportunity**
 - Pharmacy and Revenue Cycle/Integrity Department Education**
 - Pharmacy Only Chargemaster Review**
- 6 Pharmacy Strategic Pricing Review**
 - Purchasing Review**
 - Referral Verification System™**
 - Remote Management**
 - Shell Charge Code Build**

340B Program Health Check

Assess the complete 340B program to ensure it is healthy and robust. 340B experts offer insights into the program's current state, opportunities for improvement and best practices for compliance.

Recommended Frequency: As Needed

Audit Preparation

Verify 340B compliance and identify red flags. 340B experts conduct a mock HRSA audit and provide recommendations for best practices.

Recommended Frequency: Monthly, Quarterly or Annually

Business of Pharmacy Applications

Implement, operationalize, and manage ongoing review and maintenance functions associated with the Business of Pharmacy applications. 340B experts guide and support functions to accelerate and sustain financial impacts resulting from successfully incorporating applications into revenue integrity operations.

Recommended Frequency: As Needed

Contract Pharmacy Optimization

Assess active contract pharmacies and verify optimal configurations. 340B experts analyze system-level and Pharmacy Service Agreement (PSA)-level configurations to identify settings that may contribute to unfavorable capture rates.

Recommended Frequency: As Needed

ESP Services

Manage the 340B ESP manufacturer program for optimization. 340B experts manage the data upload; analyze manufacturer policy changes and financial impacts; investigate and validate 340B ESP rejections; and remove order blocking working closely with wholesalers, manufacturers and 340B ESP.

Recommended Frequency: As Needed

Formulary Review

Perform a review to validate coding, billing unity, and regulatory compliance, and identify issues and opportunities for improvement. Revenue integrity experts ensure all components of the pharmacy revenue cycle comply with regulatory requirements by analyzing purchased NDCs, the formulary, charge description master, and revenue and usage.

Recommended Frequency: Annually

Mapping Services

Manage 340B eligibility validation to optimize the program. 340B experts evaluate and augment specific location data and payor maps and manage new CDMs and billing unit changes.

Recommended Frequency: As Needed

Orphan Drug Opportunity

Maintain and manage the orphan drug list and keep it current to optimize orphan drug prices. 340B experts evaluate and negotiate contracts, manage orphan drug lists, ensure 340B compliance, and provide recommendations on obtaining 340B-like pricing with manufacturers.

Recommended Frequency: Quarterly

Pharmacy and Revenue Cycle/ Integrity Department Education

Provide education to pharmacy employees on prior authorization, revenue cycle, denials management, revenue integrity, and end-of-year coding changes. Chargemaster experts assist pharmacy and clinical staff in understanding the full revenue cycle process to enhance and streamline workflows from point of charge to billing.

Recommended Frequency: Annually

Pharmacy Only Chargemaster Review

Establish a clean and compliant chargemaster to shift the focus from clean-up to proactive management. Chargemaster experts assess pharmacy charge lines present in the CDM and provide opportunities for improvement and an overview of key statistics such as deleted or replaced HCPCS codes.

Recommended Frequency: Quarterly

Pharmacy Strategic Pricing Review

Analyze current pricing strategies and develop custom pricing models for the pharmacy to create a defensible pricing strategy and optimize revenue. Revenue integrity experts analyze payor mix, volume, fee schedules, reimbursement rates, payor caps, and other customized levels as needed.

Recommended Frequency: Annually

Purchasing Review

Assess purchasing to verify consistency and accuracy in accumulations and utilization. 340B experts ensure purchases made in the 340B program are compliant, accurate, and appropriately accumulating.

Recommended Frequency: As Needed

Referral Verification System (RVS)[™]

Leverage the Sentrex[®] platform to access referrals initially deemed ineligible, helping reclaim eligible prescriptions and capture more 340B opportunity. 340B experts provide skills and resources needed to manage the process, review policies and procedures, offer targeted strategies and opportunities for improvement, and establish KPIs.

Recommended Frequency: As Needed

Remote Management

Manage various aspects of the organization's 340B program remotely. 340B experts assist with a variety of requirements including routine auditing, mapping, compliance verification, and more.

Recommended Frequency: As Needed

Shell Charge Code Build

Perform a coding review for chargeable pharmacy and supply items. Chargemaster experts create shell charge codes that contain the minimal chargemaster requirements and associate them to the appropriate line items in the formulary and item master.

Recommended Frequency: As Needed



© 2023 Craneware, Inc All rights reserved.
For further details please visit
thecranewaregroup.com/consulting or call 1-877-624-2792