



**Lancaster County
Request for Proposals 18-025
Pharmacy Services for General Assistance**

Offeror:

Genoa Healthcare
3140 Neil Armstrong Blvd, Suite 110
Eagan, MN 55121

Mark Peterson, RPh
Chief Commercial Officer
Office Phone: (651) 688-0258
Fax: (651) 688-3132

Person(s) to Contact:

For representative to ask questions regarding the contents of the
packet:

Jessica Jacobs, Regional Sales Representative
Office Phone: (816) 590-9031
E-mail Address: jjacobs@genoahealthcare.com

Due Date: Wednesday, February 21st, 2018 at 12pm CST



February 13, 2018

Lincoln Purchasing
Robert Walla
Purchasing Agent
440 S. 8th St. Suite 200
Lincoln, NE 68508
Email: rwalla@lincoln.ne.gov

Re: **LETTER OF INTEREST: RFP 18-025 Pharmacy services for General Assistance Clients of Lancaster County**

Dear Mr. Walla:

Please accept this letter as Genoa Healthcare's intent to respond to **RFP 18-025 for Pharmacy Services for General Assistance Clients**, noted above.

Please direct all communications with regard to this RFP to me, either by mail or e-mail at:

Jessica Jacobs, Regional Sales Representative
Genoa Healthcare
3140 Neil Armstrong Blvd, Suite 110
Eagan, MN 55121
jjacobs@genoahealthcare.com
(816)590-9031

If you have any questions, please do not hesitate to contact me.

Sincerely,

Genoa Healthcare

Jessica Jacobs
Regional Sales Representative

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ORGANIZATION OF GENOA'S RESPONSE TO RFP

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II. INTRODUCTION OF OFFEROR

Genoa Healthcare (“Genoa”) is the result of a merger between the two largest providers of on-site, behavioral health pharmacies in the nation: QoL Meds and Genoa Healthcare. QoL Meds was founded in 1998 in Pennsylvania and over the course of 15 years was serving nearly 100 behavioral health centers. Genoa Healthcare was founded in 2002 in Washington and over the course of 12 years was serving nearly 130 behavioral health centers.

Today, Genoa is recognized as the nation’s leading provider of specialized pharmacy services for the mental health community. Since the merger in July 2014 and the subsequent agreements with additional partners, Genoa now serves 397 behavioral health centers across 44 states and the District of Columbia, including 3 pharmacies in the State of Nebraska. Our Lincoln pharmacy is located at 2301 O Street Suite 3. Through these pharmacies, Genoa has provided pharmacy services to over 650,000 clients with mental illness and developmental disabilities annually. All of Genoa’s pharmacy operations provide customized pharmacy services based on the individual needs of each partner and client.

Although Genoa specializes in providing services specifically to the mental health community, every Genoa pharmacy is a full-service operation that carries and dispenses all types of medications. Genoa encourages each client to use only one pharmacy, so that the Genoa pharmacist can closely monitor drug-drug interactions, duplicate therapy, and potential allergies for the client’s entire medication profile. We believe this also improves the communication and coordination of care between primary care providers and mental health providers. Genoa pharmacy staff takes responsibility for the coordination of these primary care and specialty medications. We provide integrated pharmacy services that improve the lives of the individuals we serve and ease the workload of those that serve them.

Genoa’s development and management of the 397 pharmacies has been successful because of the extensive pharmacy knowledge and experience the management team brings to the company. Genoa’s infrastructure is exceptional and unparalleled in our industry. The Genoa team is led by our experienced senior management team. Genoa’s infrastructure not only provides us with the ability to expand with the behavioral health market, but it also provides the ability to withstand ever-present changes within that market and the expertise to modify our current services to meet the demands of our partners. Part of our key infrastructure includes our Government Affairs Team, which allows us to have a voice during legislative sessions involving behavioral health topics and our Advisory Board who has been tasked with helping Genoa enhance our services to meet the needs of our partner centers. Genoa has 20 Directors of Operations, an internal Compliance Officer, Trainers, and several other key individuals that help support our infrastructure. With multiple Directors of Operations, we are able to maintain great relationships with our partners and provide routine business reviews regarding how each of our pharmacies is performing. This enables us to continually identify areas where we can provide more value-added services. Genoa’s senior management teams, as well as other key employees, have extensive experience owning and operating pharmacies.

III. GENOA'S VALUE-ADDED SERVICES

Although Genoa specializes in serving mental health clients, we operate full-service pharmacies. This means we take care of all the medication needs of our clients; including prescriptions written by psychiatrists, primary care, and other specialty providers. Genoa will bring benefits to Lancaster County that cannot be found with any other pharmacy. We have a customizable approach to our services, providing our partner agencies with only the services that are needed and staffing according to those services.

Many of our services are designed to help save our partners' time and costs. By assisting with activities that Lancaster County previously spent time performing, we will enable staff to become more available to spend time providing billable services. Genoa is committed to providing a higher level of pharmacy service to the mental health community. We take great pride in our unique approach to pharmacy care. We provide outstanding customer service and add a personal touch to each encounter with every client. Genoa understands mental health clients and their unique needs. We work diligently every day to continually develop new ways to make obtaining medications and taking medications easier for the clients we serve.

- **Convenient Adherence Packaging:** Genoa leads the way with adherence packaging. We have multiple packaging options available for dispensing to Lancaster County clients. Depending on specific client needs, programs, residential settings, and preference, Genoa can customize the dispensing on an individual client basis.

We may be best known for our Convenient Adherence Packaging (**Exhibit B**), which is a color-coded multi-medication compliance packaging system that we developed in 2008, specifically for clients living with severe and persistent mental illness.

- **Computerized Patient Profiles:** Genoa will maintain computerized profiles for all clients and medications filled at the Genoa pharmacy in our pharmacy dispensing software, Prodigy. The system records client demographic information, such as name, date of birth, address, contact information, and applicable insurance. The pharmacy software also maintains dispensing data and history, client allergies, monitors drug interactions, shows duplicate therapies and any minor and major contraindications. Medications that are part of the client profile will include adjudicated and non-adjudicated prescription, over-the-counter (OTC), sample, and Patient Assistance Program (PAP) medications. This information is also made available to Lancaster County via Genoa Online, detailed below.
- **Genoa Online - NetRx:** Genoa's online tools allow our partners access to valuable clinical and utilization information. Genoa Online is our free, online system that will allow Lancaster County easy access to valuable clinical and utilization information (from anywhere via the web). Each Genoa Online user will be assigned to a specific group of clients, based on the user's clinical role.

The system is HIPAA compliant so the clients' profiles will be protected from any outside eyes. NetRx Director, Clinical Director, and prescribers. As a partner of Genoa, these the Center clinical providers will have access to:

- View patients' complete medication profiles
 - Request refills
 - View the refill history of patients' medications
 - Check drug interactions
 - Print drug monographs
 - View color photos of medications
- **Genoa Online - MedAnalyzer:** Genoa developed this online tool to provide business data (Organizational Analysis) and clinical information (Drug Utilization) on our pharmacies back to our partner agencies.
 - As a partner of Genoa, Lancaster County directors and prescribers will have access to the following Organizational Analysis Reports:
 - **Monthly Snapshot:** Provides a high level overview of the Genoa pharmacy, including pharmacy performance measures
 - **Client Analysis:** Provides the total number of clients, new clients, lost clients, retention ratio, and net/gain loss for the Genoa pharmacy
 - **PAP Analysis:** Shows a breakdown of medications dispensed through the Patient Assistance Program (PAP) for the Genoa pharmacy
 - **Prescriber Analysis:** Provides an overview of the number of clients who had prescriptions written and dispensed at the Genoa pharmacy by each prescriber at our partner center
 - **Total Rx Analysis:** Indicates the number of prescriptions dispensed for clients by month at the Genoa pharmacy over a 13-month period
 - As a partner of Genoa, Lancaster County directors and prescribers will also have access to the following Drug Utilization Reports:
 - **Medication Possession Ratio (MPR):** MPR is the ratio of how many days' supply a medication a client was given compared to the total number of days between fills of the medication. This report provides the capability to identify poorly compliant clients and create action plans with the Genoa pharmacy to improve adherence
 - **Concomitant Atypical Antipsychotics:** Displays clients' overlap in different atypical antipsychotic drugs prescribed to them over a specified period of time
 - **Gap:** Shows incidents of a gap between refills of medications for clients using the Genoa pharmacy
 - **Benzodiazepine:** Displays client usage of benzodiazepines over a user-defined period of time

Genoa's MedAnalyzer tool allows data to be filtered by clinic location/program, prescriber, drug, or even client. Although the reports can be exported to Microsoft Excel, it is much more robust than simply providing Excel reports. Our Director of Operations who oversees the state of Ohio will also review this information with your management team at regular intervals or as desired.

- **Refill Reminder Calls and Synchronization:** Our pharmacy team will run a report each week to identify all Lancaster County clients that are nearing the time for a refill of their chronic medication(s). One of our pharmacy staff members will then call each client to remind them of their upcoming refill and discuss any concerns the client may have. This process will help ensure continued adherence and allow for communication with the care team. Genoa will also work with clients and prescribers to synchronize refills of medications, so they can refill all medications at the same time. This synchronization will create less confusion for the clients and promote cost savings. Furthermore, since transportation is often an issue for the clients

we serve, synchronization of refills will reduce the chance of a gap in medication therapy.

- **Delivery/Mailing:** At Genoa, we understand that many clients have transportation issues, and many organizations have multiple program locations. We will set up scheduled delivery routes to the Center locations and residential homes. We can also deliver to individual clients via US Priority Mail; all at no charge.
- **Prior Authorization (PA) Assistance:** Genoa offers PA assistance as a value-added service. If a prescription is rejected due to a PA requirement, Genoa will initiate that PA for our clients and their prescribers. We are contracted with PriorAuthPlus (in conjunction with Cover My Meds), which allows us to initiate drug and plan specific prior authorization forms via a resubmitted claim. Our pharmacy teams will complete as much of the form as possible, send it electronically to the prescriber for completion and/or signature if required, then submit online to the third party payer. This streamlined process will save Lancaster County time and money while improving medication adherence.
- **Clozapine Monitoring Services:** Our Genoa pharmacy staff will monitor lab results, dispense accordingly, and enter the results into the clozapine registry. Genoa initially started as a Clozapine Monitoring Management company, we have extensive experience managing clients taking clozapine, and have been selected as the Teva PAP program manager.
- **Stay up-to-date on legislation:** Genoa has a full-time Government Affairs Team that is dedicated to following legislation that would affect our pharmacy business or our partner agencies (such as funding cuts). Our Vice President of Government Affairs connects local government officials with our pharmacies and partner-organizations across the country by coordinating tours, raising awareness of mental health services provided in the community, working with government to introduce bills, working with Medicaid agencies on reimbursement issues, etc.

As described above, Genoa offers numerous value-added services.

EXPERIENCE, PROPOSED STAFF MANAGEMENT APPROACH AND SUBCONTRACTORS

Summary of Proposer's Experience:

Lancaster County General Assistance Pilot, December 2015 to December 2017. The number of clients varied from 10 to 25 as the pilot when on. The pilot was to utilize the integrated care system Genoa has at Lutheran Family Services and Health 360. Genoa was the sole contractor on this pilot. The clients could see their primary care and/or mental health provider as well as use the pharmacy all in one place. At the pharmacy, we worked closely with the providers to fill medications and do periodic medication reviews. The clients were given the option to pick up, mail, or deliver rxs. We utilized the Genoa Toolbox with refill due to maintain compliance and adherence for these clients. Our GA clients expressed extreme gratitude for the level of care provided by our pharmacy and continue to stop in to thank us for our service to them. The convenience of having the pharmacy located in the same building helped facilitate the clients' needs and provided the best care possible for these clients. The clinic appreciated our attention to detail and our expertise in handling the clients' health needs, as well as our open door in helping the providers if there was a problem with the any prescriptions.

Lake County Health Department, serving from March 2017 to present day. Approximately 100 clients served on average. Genoa provides pharmacy services, delivery, and continues medication management for four different County programs. Genoa utilizes all value added services and works with the teams at Lake County Health Department to provide the most effective and efficient pharmacy services. By using our value added services we have been able to meet Lake County's pharmacy expectations and needs for their Crisis Center, Addictions Treatment Program, Corrections, and Women's Residential Service Program. Associate Director of Behavioral Health, Mr. Dominic Caputa can be reached at (847) 377-8972.

The Lincoln Genoa Pharmacy has 2 full time pharmacists and 5 full time technicians that will be involved with the day to day operations. The team is efficient with years of pharmacy experience. In addition to the local pharmacy team, the management team will help oversee the program.

Genoa pharmacy does not use subcontractors.

IV. TECHNICAL RESPONSE

A. PROJECT ENVIRONMENT & REQUIREMENTS

1. SCOPE OF WORK

Administer a pharmaceutical distribution program to adequately meet the needs of the County General Assistance Program. This program provides for the pharmaceutical needs of individual residents of Lancaster County who meet the low income General Assistance Guidelines established by the County and do not qualify for other social service benefits.

Based on Genoa's experience with similar programs, and our success with the Lancaster County pilot program; Genoa feels confident in administering pharmacy services to adequately meet the needs of the County General Assistance Program.

2. PROJECT ENVIRONMENT

Pharmacy must be able to handle a high volume of pharmaceuticals with little or no error.

Genoa understands and is able to handle a high volume of pharmaceuticals with little or no error.

All standard prescriptions shall be filled in less than 1 hour of receipt of the prescription. Staffing must be adequate to fulfill the requirements contained herein.

Staffing will be adequate to accommodate and meet the needs of Lancaster County General Assistance Clients.

All services provided to GA clients and to County Personnel shall be delivered in a professional manner with dignity and respect to all persons involved.

Any and all services provided by Genoa to GA clients and County Personnel will be delivered in a professional manner with dignity and respect to all persons.

3. PROJECT REQUIREMENTS

Contractor must be a registered provider with Medicaid to supply Durable Medical Equipment.

Genoa understands and will be able to supply Durable Medical Equipment.

Contractor must use PDMI as its Pharmacy Benefit Manager related to 340B Pricing Program offered through the U.S. Department of Health and Human Services.

Genoa will use PDMI as the Pharmacy Benefit Manager.

Successful Contractor shall be able to provide less than 2 hr. turn-around on most standard prescriptions requested.

Genoa will be able to provide less than 2 hour turn-around on most standard prescriptions that are requested.

If any anticipated or actual delays arise, Contractor shall immediately notify County.

Genoa will notify the County immediately if any delay is anticipated. Genoa will work with the County to coordinate preferred method of communication.

Regardless of notice if deliveries are not made at the time agreed upon, County may, at its sole discretion, terminate this Agreement and proceed pursuant to "termination" as stated herein.

Genoa understands and agrees to the delivery requirements and expectations.

The Prescription Assistance Program is offered by National Drug Manufacturers who offer select drugs at no cost to qualified low income individuals who meet their criteria.

All GA clients approved for pharmacy services are required to also apply for this Prescription Assistance Program

Genoa has extensive experience with the Prescription Assistance Program (PAP) and will assist GA clients with enrolling for prescription assistance.

4. BUSINESS REQUIREMENTS

Contractor must only fill prescriptions for pharmaceuticals, medical supplies, and durable medical equipment when authorized through the County's General Assistance provider using a Service Request Authorization or voucher. All maintenance drugs or any drugs used for a chronic condition may be prescribed and dispensed in a minimum of a one (1) month supply with physician's approval. Over the counter medications and medical supplies will not be provided without prior approval.

Genoa understands and agrees. Before providing any prescription or service Genoa will wait for County approval.

The County will pay Medicaid rate for all prescriptions (outside of those prescriptions offered through the Prescription Assistance Program and 340B Program), medical supplies, and durable medical equipment. The dispensing fee will be the same as that allowed by the State Medicaid System. Clients who are later approved for SSI or SSDI are usually approved for Medicaid with a retroactive date. Once identified, the Billing Clerk will notify contractor of the Medicaid approval. Once notified, the contractor is required to reimburse the county for all payments rendered with the Medicaid eligibility dates and submit the appropriate bills to Medicaid for payment.

Genoa understands and agrees to the terms above.

Contractor will provide General Assistance with an itemized billing statement indicating the State Maximum Allowable Cost and associated dispensing fee.

Genoa understands and agrees.

If and to the extent, and so long as, required by the provisions enacted by the Health Insurance Portability and Accountability Act (HIPAA)1996 and regulations promulgated thereunder, but not otherwise, Contractor does hereby assure the County that Contractor will appropriately safeguard protected health information made available to or obtained by Contractor.

Genoa agrees to appropriately safeguard protected health information and will remain compliant with the Health Insurance Portability and Accountability Act.

In implementation of such assurance and without limiting the obligations of Contractor otherwise set forth in this Agreement or imposed by applicable law, Contractor hereby agrees to comply with applicable requirements of law relating to protect health information and with respect to any task or other activity Contractor performs on behalf of the County.

Genoa agrees to comply.

The Successful Pharmacy Provider/s will agree to the provisions in the County's HIPAA Business Associate Addendum (a sample of which is included in the Bid Attachments of the Ebid).

Genoa could not locate the County's HIPAA form as part of the bid; we would like to review the sample prior to agreeing to the addendum.

Each month, each contract pharmacy provides the GA office with an itemized billing statement which is reviewed by the GA caseworker, the County Health Department and the GA billing clerk.

Once reviewed, the billing clerk will process the necessary paperwork and vouchers and send them to the County Clerk for processing a payment.

Any item on the billing statement containing a discrepancy will be returned to the

contract pharmacy for clarification. All billing for this program shall be submitted to the General Assistance office indicated in section 2.1 , and include at the minimum the following information:

Patient/Client Name
Drug Name, Strength, NDC Code
Prescribed by
Date
Metric Quantity
Charge

Genoa is able to manage client specific billing per Lancaster County's request. We are able to customize our billing reports to meet the needs of each of our partner facilities.

All approved pharmacy bills are paid on a monthly basis.

Clients who are later approved for SSI or SSDI are usually approved for Medicaid with a retroactive date.

Once identified, the Billing Clerk will notify the contract pharmacy that the client is now approved for Medicaid.

When notified the pharmacy is then required to reimburse the county for all payments rendered within the Medicaid eligibility dates and submit the appropriate bills to Medicaid for payment.

Genoa will utilize retroactive Medicaid billing when notified, necessary, and permitted by all applicable regulations.

Billing MUST be for ONLY ACTUAL services rendered (i.e., if a prescription is ordered but not provided to the client customer for any reason), the GA program shall not be charged for the medication or service.

Genoa agrees and understands the billing requirements.

B. PROPOSED DEVELOPMENT APPROACH

1. PROPOSED RESOLUTION

Lancaster County General Assistance is the payor of last resort. Creative methods shall be employed to insure the most cost effectiveness approach is utilized.

Genoa has a number of policies and procedures in place to reduce waste and manage costs. Determining the proper medication, combination of medications, and dosage for clients can be a complex process. Changes forced by side-effects and non-response can be costly; therefore, establishing a baseline therapy is critical. As a result, Genoa takes a specialized approach that includes close consultation with providers, unique packaging, timely refills, and credits for unused medications that have not left control of the pharmacy. (Which helps to reduce waste and provide cost efficiencies).

Genoa will work with Lancaster County General Assistance Program staff to determine the best way to minimize waste and cost for each client.

Occasionally, GA clients are housed in, or receiving medical services from group homes or treatment facilities.

Genoa prefers to be the one and only pharmacy for our clients. Genoa will fill all medications for Lancaster County General Assistance clients, including prescriptions from other facilities and counties. Genoa works with group homes and treatment facilities. The pharmacy team will communicate with any and all persons and agencies affiliated in the care of the client.

Pharmacy Contractor/s must offer pick-up and delivery services for the medications received on this program.

Genoa will offer pick-up and delivery services for the medications received on the General Assistance program.

C. TECHNICAL CONSIDERATIONS AND CHALLENGES

1. TECHNICAL REQUIREMENTS

Contractor will be an authorized user for the web-based General Assistance database. Agencies and staff must register through the Lincoln/Lancaster Internet for access. Information provided through the database will allow all registered users to view who is approved for General Assistance. Prior to filling or refilling any prescription, the Contractor will be required to verify each client's eligibility status and verify that the prescription being filled is not provided through the Prescription Assistance Program.

Genoa agrees.

General Assistance Client's services shall be billed at the medicaid rates established by the Federal Government, using the Medicaid formulary whenever feasible.

Genoa agrees.

Bioequivalent generic medications will be used at all times allowable.

If the General Assistance Designated Provider or authorized representative specifically requests a brand-name product, such request shall be honored.

Genoa agrees.

Charges shall not exceed the pharmacies usual and customary charges to the general public or the Medicaid allowable charge.

Genoa agrees.

Pharmacies shall dispense drugs listed on Medicaid's latest State Maximum Allowable Cost/Federal Upper Limit (SMAC/FUL) Listing, unless exempted.

Genoa agrees.

The preparation and packaging of all medications shall be supervised by a registered pharmacist and shall be performed in accordance with all applicable Federal and State laws and the County's appurtenant policies and procedures.

Genoa agrees.

The Owners require at least one physical location where services will be offered but prefer Vendors who have multiple locations throughout the Lincoln City limits.

Genoa has one full service pharmacy in Lincoln, and two others in Nebraska (in Columbus and Omaha).

D. PROJECT WORK PLAN, MANAGEMENT AND IMPLEMENTATION

1. WORK PLAN

The proposers must have staffing capacity to adequately and accurately carry out service requirements as described in the specification and contract.

Genoa is staffed to adequately and accurately carry out service requirements as described in the specification and contract.

The proposers must have a quality control process in place to ensure accuracy in filling prescriptions and completing the process in a timely manner.

Genoa has policies and procedures in place to carry out and enforce quality control processes.

2. PERFORM IMPLEMENTATION

Vendor shall have an implementation plan in place which will clearly outline how the program will be operated prior to, and at the commencement of the program.

Genoa will work with the County to create a clear and concise outline of how the program will be operated prior to, and at the commencement of the program.

Implementation must be conducted in a manner that does not delay services to those in need according to the program requirements.

Genoa will communicate with the county, prescribers, and any other person involved with client care to ensure a smooth transition with uninterrupted pharmacy services in accordance to the program requirements.

3. PROVIDE POST IMPLEMENTATION SUPPORT

Vendors shall provide written reports to the Owners upon request which outline the number of customers served and other demographic information associated with the operation of the program.

Genoa's software allows us to provide our partners with customizable detailed reports upon request.

Genoa also has a proprietary set of online tools that allow our partners access to valuable clinical and utilization information. Genoa Online is our free, online system that will allow the Lancaster County staff easy access to valuable pharmacy data from anywhere via the web. Each Genoa Online user will be assigned to a specific group of consumers, based on the user's clinical role. The system is HIPAA compliant so the consumers' profiles will be protected from any outside eyes. NetRx access is typically given to Case Managers, Nurses, Residential Program leaders, CEO, Medical Director, Clinical Director, and prescribers. As a partner of Genoa Healthcare, the Lancaster County providers will have access to:

- View patients' complete medication profiles
- Request refills
- View the refill history of patients' medications
- Check drug interactions
- Print drug monographs
- View color photos of medications

E. DELIVERABLES AND DUE DATES

1. DELIVERABLES

Upon request, contractor must be willing to deliver to homes and or residential facilities.

Genoa will offer delivery to homes and/or residential facilities for General Assistance clients.

Contractors must be agreeable to work with community organizations to repurpose Durable Medical Equipment for General Assistance clients.

Genoa agrees to work with community organizations to repurpose DME for General Assistance clients per all applicable regulations.

If a medication is not covered through the Prescription Assistance Program or 340B, bioequivalent generic medications will be used. Contractor must be agreeable to MediPak prescriptions upon request.

Genoa has many packaging options available, including our Convenient Adherence Packaging (**Exhibit B**). Packaging options can be customized to client and/or provider preference.

Project Schedule

Genoa will have a dedicated team working on the implementation of Lancaster County General Assistance program to ensure requirements and expectations of the program are being met. Below is a suggested timeline for implementation.

Implementation SUGGESTED Timeline

Notice to Proceed April 3, 2018 for a start date of April 17, 2018

- Immediately following Notice to Proceed (4/3/18, possibly before):
 - Contact information exchanged for facility and pharmacy
 - Client demographics for Genoa intake forms (face sheets, insurance information, payee, etc)
 - Master list of client and packaging requirement for each client
 - HIPAA forms and non-child resistant packaging (NCRC waivers) provided to facility
- Immediately following once above information is received (any time before 4/13/18) :
 - Medication orders (either new orders or current MARs/med lists for Genoa to request new orders from prescribers)
- Implementation start date- 4/17/18

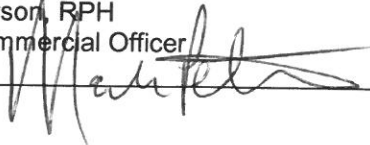
The Lincoln Genoa pharmacy provides a variety of services include but not limited to: adherence packaging, computerized patient profiles, Genoa online tools (NetRx and MedAnalyzer), refill reminder calls and synchronization, prior authorization assistance, clozapine monitoring services.

Submitted on behalf of Proposer: Genoa Healthcare, LLC

By: Mark Peterson, RPH

Title: Chief Commercial Officer

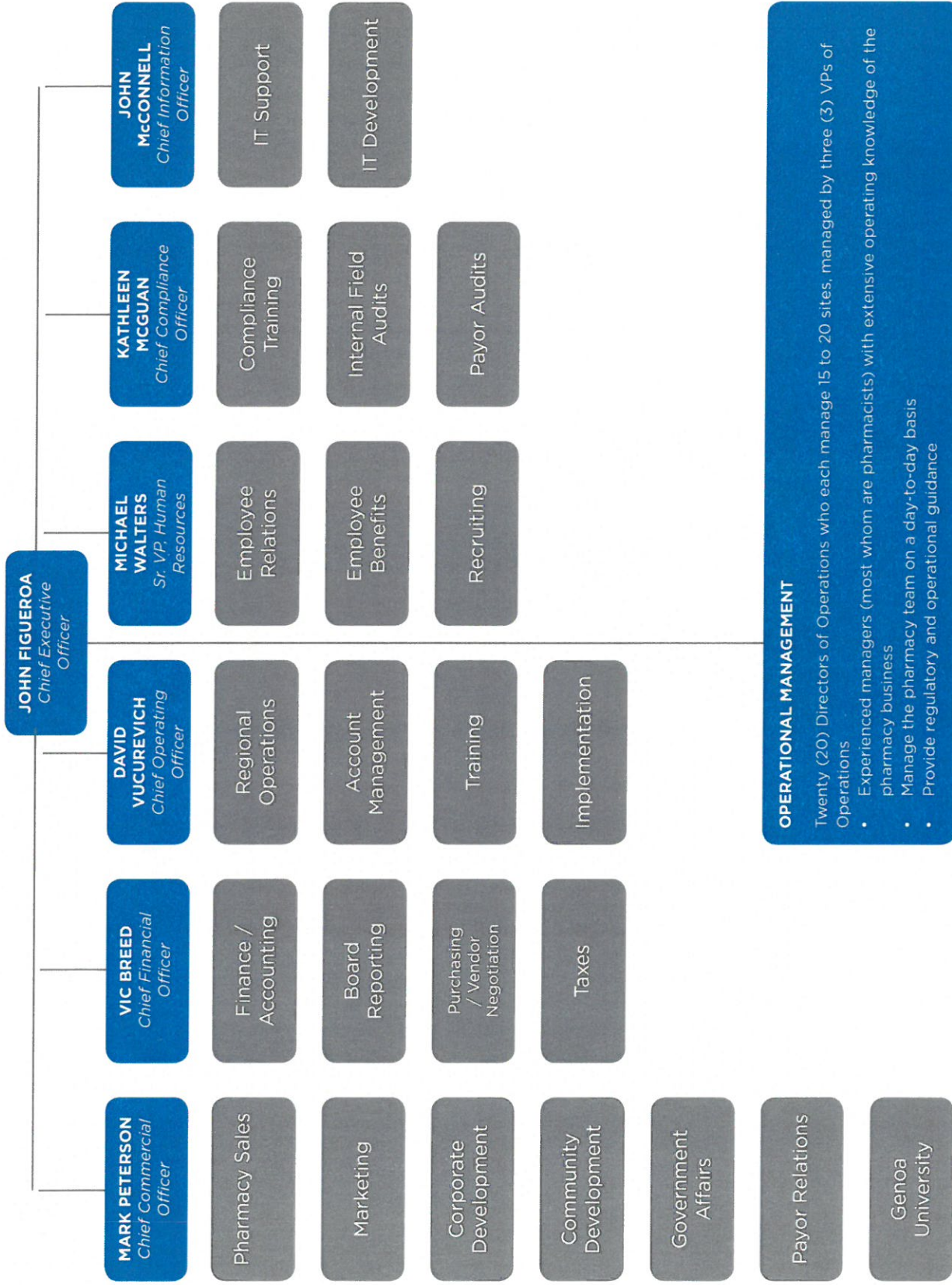
Signature: _____



Date: _____

2/20/18

Exhibit A: Genoa's Organization Chart



OPERATIONAL MANAGEMENT

Twenty (20) Directors of Operations who each manage 15 to 20 sites, managed by three (3) VPs of Operations

- Experienced managers (most whom are pharmacists) with extensive operating knowledge of the pharmacy business
- Manage the pharmacy team on a day-to-day basis
- Provide regulatory and operational guidance

Exhibit B: Genoa's Convenient Adherence Packaging

TEST, BILL
1211 NORTH LAUREL
CHICAGO, IL 60642-1000

GENOA - CHICAGO
4514 WINDSOR AVENUE
BERWYN, IL 60402-7088

Date: 1/28/2009
File: 4154

genoa

Rx	Drug Name	Form	Drug Description	Qty	Rep	Instructions	Prescriber	Mo	Nh	Ev	B5
24801	Depakote er 500mg tab	TAB	Gray, oval toyo and hcp	21	0	3 tabs every night at bed	WILLIAM EGAN				3
24804	Omeprazole 20mg cap	CAP	Pink, reddish brown, oblong apr 020	7	0	1 cap every PM	CARLOS GALVANI			1	
24802	Geodon 80mg cap	CAP	White, blue, oblong pizer 399 pizer 399	21	0	1 cap every AM & 2 caps every night at bed	WILLIAM EGAN	1			2

<p>TEST, BILL Feb-08-09 1-Geodon 80mg cap</p> <p>genoa Sun Morning</p> <p>-- UNUSED --</p>	<p>TEST, BILL Feb-08-09 1-Omeprazole 20mg cap</p> <p>genoa Sun Evening</p>	<p>TEST, BILL Feb-08-09 3-Depakote er 500mg tab 2-Geodon 80mg cap</p> <p>genoa Sun Bedtime</p>
<p>TEST, BILL Feb-07-09 1-Geodon 80mg cap</p> <p>genoa Sat Morning</p> <p>-- UNUSED --</p>	<p>TEST, BILL Feb-07-09 1-Omeprazole 20mg cap</p> <p>genoa Sat Evening</p>	<p>TEST, BILL Feb-07-09 3-Depakote er 500mg tab 2-Geodon 80mg cap</p> <p>genoa Sat Bedtime</p>
<p>TEST, BILL Feb-06-09 1-Geodon 80mg cap</p> <p>genoa Fri Morning</p> <p>-- UNUSED --</p>	<p>TEST, BILL Feb-06-09 1-Omeprazole 20mg cap</p> <p>genoa Fri Evening</p>	<p>TEST, BILL Feb-06-09 3-Depakote er 500mg tab 2-Geodon 80mg cap</p> <p>genoa Fri Bedtime</p>
<p>TEST, BILL Feb-05-09 1-Geodon 80mg cap</p> <p>genoa Thu Morning</p> <p>-- UNUSED --</p>	<p>TEST, BILL Feb-05-09 1-Omeprazole 20mg cap</p> <p>genoa Thu Evening</p>	<p>TEST, BILL Feb-05-09 3-Depakote er 500mg tab 2-Geodon 80mg cap</p> <p>genoa Thu Bedtime</p>
<p>TEST, BILL Feb-04-09 1-Geodon 80mg cap</p> <p>genoa Wed Morning</p> <p>-- UNUSED --</p>	<p>TEST, BILL Feb-04-09 1-Omeprazole 20mg cap</p> <p>genoa Wed Evening</p>	<p>TEST, BILL Feb-04-09 3-Depakote er 500mg tab 2-Geodon 80mg cap</p> <p>genoa Wed Bedtime</p>
<p>TEST, BILL Feb-03-09 1-Geodon 80mg cap</p> <p>genoa Tue Morning</p> <p>-- UNUSED --</p>	<p>TEST, BILL Feb-03-09 1-Omeprazole 20mg cap</p> <p>genoa Tue Evening</p>	<p>TEST, BILL Feb-03-09 3-Depakote er 500mg tab 2-Geodon 80mg cap</p> <p>genoa Tue Bedtime</p>
<p>TEST, BILL Feb-02-09 1-Geodon 80mg cap</p> <p>genoa Mon Morning</p> <p>-- UNUSED --</p>	<p>TEST, BILL Feb-02-09 1-Omeprazole 20mg cap</p> <p>genoa Mon Evening</p>	<p>TEST, BILL Feb-02-09 3-Depakote er 500mg tab 2-Geodon 80mg cap</p> <p>genoa Mon Bedtime</p>

EXHIBIT C:
GENOA'S MANAGEMENT BIOGRAPHIES

John G. Figueroa
Chief Executive Officer

John Figueroa joined Genoa in July 2014 as Chief Executive Officer, completing the successful merger of Genoa Healthcare and QoL meds. Genoa Healthcare is the nation's market leading behavioral health specialty pharmacy company serving more than 650,000 individuals with severe mental health illnesses, spanning 44 states across a network of more than 397 pharmacies. Previously, Mr. Figueroa served the dual roles of CEO of Apria Healthcare Group Inc. as well as that of Coram LLC. In January 2012 the Coram asset was sold to CVS Caremark for \$2.2 Billion. Mr. Figueroa remains the Chairman of Apria Healthcare Group Inc.'s Board of Directors. Prior to his appointment to these roles, Mr. Figueroa served as CEO and Board Member of Cincinnati, Ohio-based Omnicare, Inc., a Fortune 500 healthcare services company that provides pharmaceuticals and related services to long-term care facilities and specialized drugs for complex disease states. Before that, Mr. Figueroa served as President of McKesson Corporation's U.S. Pharmaceutical Group from 2006 to 2010, after holding progressively more responsible operations and sales positions in the company's Supply Solutions, Pharmaceutical and Health Systems groups from 1997 through early 2006. He spent the initial years of his career in various sales and operations roles for Baxter Healthcare Corporation's Hospitex and Medical Surgical divisions.

Figueroa holds Bachelor's degrees in both English Literature and Political Science from the University of California at Los Angeles, where he was a distinguished military graduate. He also holds a Master's Degree in Business Administration from Pepperdine University, where he has been honored as a Distinguished Alumnus. From 1985 through 1990, he served as a Commissioned Officer in the United States Army.

Figueroa was awarded the Supply Chain Executive of the Decade award in 2010 from the Global Supply Chain Leaders Group (GSCLG). He serves on the Executive Committee for the Board of Visitors at Pepperdine University Graziadio School of Business and Management and is a guest lecturer at the Wharton School of the University of Pennsylvania.

Mark Peterson, R.Ph
Chief Commercial Officer

Mark Peterson, R.Ph joined Genoa Healthcare in December 2003, bringing with him extensive experience in building and operating healthcare and technology companies. He is responsible for Genoa's sales, marketing, business and corporate development. He also serves as a board member.

Peterson was previously senior vice president of marketing and data services with HealthNexis LLC, a healthcare technology and services company acquired in 2001 by Global Healthcare Exchange. HealthNexis' charter was to unite healthcare with technology to improve collaboration between healthcare trading partners and eliminate inefficiencies in the supply chain. In addition to marketing and data services, Peterson's responsibilities included product management, diversification opportunities, strategic merger/acquisition opportunities and competitive intelligence.

Prior to HealthNexis, Peterson was co-founder and COO of Embion, Inc., a supply-chain management company providing procurement automation for medical clinics. He identified the business opportunity, developed the business model, secured private financing, staffed the company, and developed and managed the execution of corporate plans. The company was sold to Encounter Care Services Inc.

Prior to Embion, Peterson held various leadership roles with the specialty pharmacy at Chronimed and the outcomes and clinical trials business unit at United HealthGroup's Ingenix.

Peterson holds a Bachelor of Science in pharmacy from the University of Minnesota. His pre-pharmacy coursework at the College of Saint Thomas in St. Paul, Minnesota includes a computer science emphasis.

David Vucurevich, R.Ph
Chief Operating Officer

David Vucurevich, RPh, joined Genoa Healthcare in 2014 as Chief Operating Officer.

Prior to joining Genoa, David served as President and COO of Prasco Laboratories, a privately owned generic pharmaceutical company and the national leader in sales and marketing of authorized generic products. David joined Prasco in 2009 as Senior Vice President of Corporate Development where his responsibilities were focused on corporate investment and new business strategy.

Prior to Prasco, David spent 27 years in the retail drugstore industry. David spent seven years as Group Vice President of Pharmacy and Clinical Services at Rite Aid Corporation where his oversight included full profit and loss responsibilities for the company's pharmaceutical purchasing, regulatory compliance, formulary management, patient adherence programs, medication therapy management, acute care clinics and clinical immunization program.

David began his career in pharmacy in 1982 as a pharmacist with Walgreens Company. He held several positions in pharmacy and store operations before joining American Stores Company/Albertsons in 1993. At Albertsons, David held positions of increasing responsibility for the division of managed care operations and pharmaceutical purchasing.

David's current and past professional affiliations include West Virginia University School of Pharmacy Visiting Committee, University of Cincinnati College of Pharmacy Board of Advisors, Cedarville University College of Pharmacy Dean's Advisory Committee, University of New Mexico College of Pharmacy Executive Board, NACDS, HDMA and numerous industry trade advisory boards.

David was an undergraduate of the University of Arizona, and 1982 graduate of the University of New Mexico, College of Pharmacy.

Victor Breed, CPA
Chief Financial Officer

Victor Breed joined Genoa Healthcare in October 2006 as the company's Chief Financial Officer. He is responsible for accounting functions, treasury management, billing, purchasing, insurance/risk management and banking relationships. He plays a significant role in raising equity financing and negotiating new bank financing.

Previously Breed was the EVP of Finance and Operations for a medical device company, ClearMedical, Inc. As the EVP, Breed developed and implemented a new business model and managed all operational and administrative functions including production, engineering, regulatory, finance, accounting, human resources and IT.

Prior to ClearMedical, Inc., Breed served as senior vice president for Solucient, LLC. While with Solucient, he was the General Manager of the business unit providing performance management solutions for hospitals. In addition, he identified and evaluated potential business partners and M&A candidates and negotiated business relationships, joint ventures and marketing arrangements.

Before working for Solucient, LLC, Breed was the COO and CFO for HBS International. As COO/CFO Breed oversaw daily operations and developed strategies for accelerating growth by merger or acquisition. HBS International was one of the Deloitte & Touche Technology Fast 500; a list of the fastest growing technology companies in North America and on the 2000 Healthcare Informatics list of 10 Most Influential Healthcare IT Companies.

Breed is a graduate of Lake Superior State University with a bachelor of science in accounting. He is also a member of both the American Institute of Certified Public Accountants and the Washington Society of Certified Public Accountants.

Kathleen McGuan
Chief Compliance Officer

Kathleen joined Genoa Healthcare in 2014 as the Chief Compliance Officer. Kathleen has over 33 years of experience in the legal field, with an emphasis in healthcare law and compliance matters. Kathleen previously worked for Reed Smith, LLP, a Washington D.C. Law Firm, as their Senior Counsel, specializing in the practice areas of healthcare litigation and counseling. She joined Reed Smith in 1991 and has worked there until the present, with a brief departure to work for the U.S. Department of Health and Human Services, HSDs for Medicare and Medicaid Services (CMS), and Omnicare.

In 2005, Kathleen served as Associate General Counsel for the U.S. Department of Health and Human Services, as well as Chief Counsel for HSDs for Medicare and Medicaid Services. Additionally, in 2011, she held the role of Senior Vice President and Chief Compliance Officer for Omnicare.

Michael Walters
Executive Vice President, Human Resources

Michael Walters joined Genoa Healthcare in 2015 as Senior Vice President, Human Resources. He previously led Human Resources for Verathon Medical, a medical device manufacturer located in Bothell, WA. In this capacity, he held responsibility for all HR functions for their global work force located in North America, Europe, Asia, Middle East, and Latin America. Previously, Michael provided HR leadership in various capacities for Microsoft and the Nielsen Company.

In addition to his professional responsibilities, Michael is also currently an instructor with the University of Washington where he teaches "The HR Business Partner" through their school of business management. Michael holds a Bachelor in psychology from UCLA and a Master's in Business Administration from Loyola Marymount University.

John McConnell
Chief Information Officer

John McConnell joined Genoa Healthcare in July 2012 as the Senior Information Systems Program Manager. In February 2013 John transitioned into the Chief Information Officer (CIO) role overseeing the long term vision of the implementation of technology within Genoa. John's goal is to ensure the health, stability and operational efficiency of Genoa's systems and to help build processes that will allow Genoa to continue to grow.

Prior to joining Genoa, John was a Senior Business Intelligence consultant and Product Manager at Extended Results, Inc. in Redmond, Washington. John was a Technology Group Manager for Washington Mutual Bank (WaMu) in Seattle, Washington where he oversaw a team of development staff that supported 12 enterprise back office systems ranging from a centralized procurement system, to the bank's technology ticketing system and change management systems, technology asset management system and corporate real estate systems. When WaMu was purchased by JPMorgan Chase in 2008, John led a team of developers through the handoff of systems to corresponding staff with Chase.

Before working at WaMu, McConnell was engaged as a consultant with Seattle City Light where he was the Technical Lead for the Customer and Management Systems team.

Alexander Kayne

Executive Vice President, General Counsel and Secretary

Alexander (Aly) Kayne joined Genoa Healthcare in 2015 as Executive Vice President, General Counsel and Secretary. Kayne comes to Genoa having most recently served as General Counsel for Omnicare, where he developed the company's legal department and played a key role in helping successfully resolve several complex legacy legal matters.

Kayne was a Partner with Dewey & LeBoeuf LLP in its New York Litigation Department prior to joining Omnicare. He has represented companies from a variety of industries, including healthcare, banking, insurance, and energy, and his practice focused on complex commercial and securities cases in federal and state courts including cases involving federal and governmental regulatory agencies.

In 2014, Kayne was recognized by Corporate Board Member as one of the elite "General Counsel to Watch," which identifies the brightest and most respected chief legal counsel in the industry.

Samir Malik

Executive Vice President/General Manager, Genoa Telepsychiatry

Samir Malik joined Genoa Healthcare in 2015 as Senior Vice President/General Manager of Genoa's Telepsychiatry division. Samir is responsible for developing and executing the expansion of psychiatry services both within and outside of clinics that Genoa serves today.

Previously, Samir was Co-founder and CEO of 1DocWay, a New York City-based telepsychiatry company, which expanded access to mental healthcare in rural America. Samir and his team built the technology-enabled-services company from scratch, treating 25,000 patients before being acquired by Genoa in November of 2015. Prior to 1DocWay, Samir held the title of President of Signature Healthcare, and CEO of ZipCare Transportation, two healthcare service companies he started prior to founding 1DocWay. These two endeavors have grown in the past 3 years from two employees to over 100, while improving access to healthcare in markets and populations in need of mental health access.

From 2010 to 2012, Samir was the Director of Strategic Planning at CenterPointe Hospital, 150-bed health system in St Louis, Missouri, where he designed and built a new model for outpatient mental health programs across 3 states.

Prior to CenterPointe Hospital, Samir's career began with McKinsey & Co as a Business Analyst, where he focused on a wide range of strategic and operational initiatives for large organizations both inside and outside healthcare. While there, Samir served as a McKinsey Hospital Institute Fellow.

Samir received a Bachelor of Science in Economics from the Wharton School at the University of Pennsylvania magna cum laude, a Bachelor of Arts in Neuroscience from Penn with distinction, and a Master's of Business Administration at Wharton in Healthcare Management.

William Guptail
Senior Vice President, Payer Relations

William (Bill) Guptail joined Genoa Healthcare in March 2016 as Senior Vice President, Payer Relations. Guptail comes to Genoa having most recently served as President – West Region, Complex Care Management for OptumCare. During his 14-year tenure at UHC and Optum, Guptail served in a variety of leadership positions, including national roles in clinical operations and product leadership. He also served as the Chief Operating Officer and Plan President of UnitedHealthcare Community and State in Hawaii from 2009–2013. Guptail also held previous leadership positions at Healthnexus and Novartis Medical Nutrition.

Guptail has a bachelor's in Human Resources Management and a music minor from Millikin University and a Master of Business Arts from St. Thomas University. His role in Payer Relations includes oversight of the company's navigation of the ever-changing landscape across Medicare, Medicaid and commercial health plans. He is based out of the company's Eagan, Minnesota office.

Dale Masten
Vice President, Government Affairs

Dale Masten is the Vice President of Government Affairs at Genoa Healthcare. Masten joined Genoa in March 2011 and leads the Government Affairs initiatives for Genoa. His over 20 years of lobbying experience made him a good fit for the position. Genoa has become a major factor within the government affairs community advocating on behalf of both pharmacy and mental health issues.

For 10 years prior to joining Genoa, Masten served as a Regional Manager/Director, Government Affairs for the National Association of Chain Drug Stores (NACDS) where he represented chain pharmacy in 9 states within the Southeast/Midwest Region of the United States.

Before working at NACDS, Masten served as President of both the Virginia Retail Merchants Association and the Tennessee Council of Retail Merchants for three years respectively. During his capacity as President, Masten advocated for retail on a variety of issues spanning from taxes, pharmacy, and operational issues. Masten began his lobbying career in 1992 with the Ohio Council of Retail Merchants where he represented Ohio retailers before various legislative committees.

Masten has a Bachelor of Arts degree from Ohio State University.

Larry Hart, R.Ph
Director of Implementation

Larry Hart joined legacy QoL meds in April 2006 as Director of Implementation. He leads the team that helps get new pharmacies open which includes construction, pharmacy design, legal contracts, licensing, and third party contracting.

Hart has served in multiple roles in his time at QoL meds and Genoa Healthcare including operations, 340B assessments and compliance. Prior to joining QoL meds, Hart was a Regional Director of Operations with McKesson Medication Management, which provided pharmacy management services to health systems.

He attended Virginia Tech and graduated from the Medical University of South Carolina with a Bachelor of Science in Pharmacy.

Ryan Butler, R.Ph
Regional Vice President of Operations

Ryan Butler joined Genoa Healthcare in June 2010 as the Pharmacist-in-Charge of our Saint Joseph, MO location. Butler was promoted to Director of Operations in February 2012 after managing and growing his site.

Prior to joining Genoa Healthcare, Butler worked at Shop 'N Save Pharmacy for 5 years. He became Pharmacy Manager of their Festus, MO location in 2007. That year Butler was awarded Pharmacy Manager Rookie of the Year. In 2009, Butler's Pharmacy received the Pharmacy Team of the Year Award. Butler was involved in promoting pharmacist administered immunizations, giving close to 1,000 influenza and shingles vaccinations in 2009. Butler has also worked for Walgreens and Kroger Pharmacy. While at Walgreens, he was Pharmacy Manager at three different sites, being moved to pharmacies with declining sales to reorganize and increase business. Butler earned his Bachelor of Science in Pharmacy from Saint Louis College of Pharmacy in May 2000.

Jarod Jackson, Pharm.D.

Director of Operations

Jarod Jackson is the Director of Operations (DOO) for all Genoa pharmacies within the State of Kansas. Jackson joined Genoa in January 2012 as the pharmacy manager of our St. Joseph, MO location. Jarod received his Pharm.D. from the University of Kansas School of Pharmacy in 2007. After completing school, Jackson worked as a staff pharmacist at Hy-Vee for over 3 years and as a Pharmacy Manager for 1 year before joining the Genoa team.



February 21, 2018

Re: Lincoln County, Nebraska
RFP 18-025
Pharmacy Services for General Assistance Clients

To Whom It May Concern,

Please see the attached information for the Lancaster County Pharmacy Services for General Assistance (RFP 18-025). Hy-Vee has been in business for over 85 years and operating pharmacies for 49 years. Hy-Vee is employee owned with 84,000 total employees. We offer health and wellness solutions in addition to retail pharmacy services. We have 252 pharmacies in 8 states, 202 Dietitians, 58 in-store clinics, 9 Healthy You Mobiles, DME and other pharmacy services. We have 953 pharmacists. Pharmacy locations providing services under this RFP are as follows:

Hy-Vee Pharmacy #1 (1385) 5010 "O" Street Lincoln, NE 68510-1951	402-465-0413 402-465-0416 Dr 402-465-0417 Fax 1385pharmacydept@hy- vee.com
Hy-Vee Pharmacy #2 (1386) 1601 N. 84th Street Lincoln, NE 68505-3012	402-467-5157 402-467-5517 Fax 1386pharmacydept@hy- vee.com
Hy-Vee Pharmacy #3 (1387) 5020 N 27th Street Lincoln, NE 68521-1196	402-477-5099 402-477-3921 Fax 1387pharmacydept@hy- vee.com
Hy-Vee Pharmacy #4 (1388) 6001 Village Drive Lincoln, NE 68516-4733	402-421-1040 402-421-6517 Fax 1388pharmacydept@hy- vee.com
Hy-Vee Pharmacy #5 (1390) 7151 Stacy Lane Lincoln, NE 68516-4280	402-489-0588 402-489-1143 Fax 1390pharmacydept@hy- vee.com

Please let me know if anything further is needed at 816-392-4007. Thank you.

Sincerely,

HY-VEE, INC.

Kevin Combs
Director, Managed Care

KC
Attachment

5820 Westtown Parkway
West Des Moines, IA 50266

Response to Lancaster County Pharmacy Services for General Assistance RFP: 18-025



Prepared by:
Kevin Combs
Director, Managed Care
5820 Westown Parkway
West Des Moines, IA 50266
Phone: 816-392-4007
E-mail: kcombs@hy-vee.com

Tab 1

EXPERIENCE, PROPOSED STAFF MANAGEMENT APPROACH AND SUBCONTRACTORS

a. Summary of Proposer's Experience:

The proposer shall provide a summary matrix listing their previous projects similar to this RFP in size, scope, and complexity. The Owner will use at least two (2) and no more than three (3) narrative project descriptions submitted by the proposer during its evaluation of the proposal.

The proposer shall address each of the following:

1. Provide detailed narrative descriptions to highlight the similarities between the proposer's past performance/experience and this RFP. These descriptions should include:
 - a) The time period of the project;
 - b) The scheduled and actual completion dates;
 - c) The proposer's responsibilities;
 1. Company name (including the name of a contact person, a current telephone number, and e-mail address); and
 2. Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a proposer performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
 3. Current projects similar in nature and estimated costs of each.
 4. Any other specialized qualifications which your company might possess which would be of benefit to the project, related to the core requirements as listed.

Hy-Vee fills 22 million prescriptions annually. We process prescriptions for 340B, Medicaid, commercial, specialty and LTC customers. We have extensive experience in pharmacy for 49 years and serve a wide variety of customers. We have and do work with patients who are participate in similar plans. Specific details regarding our contracts and clients are confidential, but we are willing to discuss projects on a case by case basis in person. Please contact Kevin Combs, Director Managed Care, Hy-Vee, Inc. 5820 Westown Parkway, West Des Moines IA 50266, kcombs@hy-vee.com, 816-392-4007.

- ii. Contractor and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.
- iii. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

Hy-Vee does not use subcontractors for our pharmacy.

b. Summary of Proposer's Proposed Staff Management Approach and Subcontractors

- i. The proposer shall present a detailed description of its proposed approach to the management of the project.
- ii. The proposer shall provide information to substantiate that they have sufficient professional staff to meet the program requirements. Proposer shall identify the specific professionals who will work on the Owner's program if their company is awarded the contract resulting from this RFP. The names and titles of the team proposed for assignment to the Owner's program should be identified in full, with a description of the team leadership, interface and support functions and reporting relationships. The primary work assigned to each person should also be identified.

The five Lincoln Hy-Vee's are fully staffed with over 70 total pharmacy employees which include pharmacists and technicians to carry out the service requirements and to complete the process in a timely manner. Hy-Vee pharmacies have a quality control process in place, it is Quality Improvement-PQC through AMPS (Alliance for Patient Medication Safety).

iii. Subcontractors:

If the Proposer intends to subcontract any part of its performance hereunder, the Proposer shall provide:

1. name, address and email address of the Subcontractor(s);
2. list of specific tasks that will be performed by each Subcontractor(s)
3. percentage of performance hours intended for each Subcontract; and
4. total percentage of Subcontractor(s) performance hours.

Hy-Vee does not use subcontractors for our pharmacy.

Tab 2

TECHNICAL PROPOSAL

The technical proposal section submission shall include each of the items listed below – See information regarding these categories in Section III. – PROJECT INFORMATION.

- a. Understanding of the project environment and requirements;
 - b. Narrative describing proposed development approach;
 - c. Technical considerations and any potential challenges;
 - d. Detailed project work plan, management and implementation to demonstrate assurance and competency in successful completion; and
-
- a) *Hy-Vee understands that we will be administering a pharmaceutical distribution program to adequately meet the needs of the County General Assistance Program. This program provides for the pharmaceutical needs of individual residents of Lancaster County who meet the low income General Assistance Guidelines established by the County and do not qualify for other social service benefits.*
 - b) *Hy-Vee pharmacy fills over 22 million prescriptions annually. We have staffing models and measures in place to handle a high volume of pharmaceuticals with little or no error. We currently fill standard prescriptions in less than 1 hour of receipt of the prescription. We have staffing models and measures in place including backup plans to handle the volume of prescriptions that will be generated by this program. Hy-Vee commits to all services provided to GA clients, County Personnel, and we deliver all of our services in a professional manner with dignity and respect to all persons involved.*
 - c) *Hy-Vee is an experienced pharmacy operator. We do not foresee any technical issues and already a registered provider with Medicaid to supply Durable Medical Equipment and We currently work with multiple 340B vendors and will contract with PDMI as its Pharmacy Benefit Manager related to 340B Pricing Program offered through the U.S. Department of Health and Human Services.*
 - d) *Hy-Vee fills 22 million prescriptions annually and has policies and procedures in place to ensure timely turn-around time of 2 hours for most standard prescriptions requested. We have procedures in place to address any anticipated or actual delays as they arise, and we have plans to notify the County accordingly. In regards to delivery, Hy-Vee offers delivery Monday - Friday at no charge and as needed on weekends. Hy-Vee will work with patients to help them apply for Prescription Assistance Programs. Hy-Vee will only fill prescriptions for pharmaceuticals, medical supplies, and durable medical equipment when authorized through the County's General Assistance provider using a Service Request Authorization or voucher. All maintenance drugs or any drugs used for a chronic condition may be prescribed and will be dispensed in a minimum of a one (1) month supply with physician's approval. Over the counter medications and medical supplies will not be provided without prior approval.*

Hy-Vee accepts that the County will pay Medicaid rate for all prescriptions (outside of those prescriptions offered through the Prescription Assistance Program and 340B Program), medical supplies, and durable medical equipment. The dispensing fee will be the same as that allowed by the State Medicaid System. Clients who are later approved for SSI or SSDI are usually approved for Medicaid with a retroactive date. When Hy-Vee is notified by the county of Medicaid approval we will reimburse the county for all payments rendered with the Medicaid eligibility dates and submit the appropriate bills to Medicaid for payment. Hy-Vee will provide General Assistance with an itemized billing statement indicating the State Maximum Allowable Cost and associated dispensing fee. Hy-Vee and the County will sign a business associate agreement and we will only use and disclose protected health information (PHI) for the following purposes: to perform business associate functions, as needed for proper management and administration to carry out legal responsibilities and to provide data aggregation services relating to the health care operations of the covered entity.

If and to the extent, and so long as, required by the provisions enacted by the Health Insurance Portability and Accountability Act (HIPAA) 1996 and regulations promulgated thereunder, but not otherwise, Contractor does hereby assure the County that Contractor will appropriately safeguard protected health information made available to or obtained by Contractor.

In implementation of such assurance and without limiting the obligations of Contractor otherwise set forth in this Agreement or imposed by applicable law, Contractor hereby agrees to comply with applicable requirements of law relating to protect health information and with respect to any task or other activity Contractor performs on behalf of the County. Hy-Vee will agree to the provisions in the County's HIPAA Business Associate Addendum (a sample of which is included in the Bid Attachments of the Ebid).

Each month, Hy-Vee will provide the GA office with an itemized billing statement which is reviewed by the GA caseworker, the County Health Department and the GA billing clerk. Once reviewed, the billing clerk will process the necessary paperwork and vouchers and send them to the County Clerk for processing a payment. We will include the following information:

*Patient/Client Name
Drug Name, Strength, NDC Code Prescribed by
Date
Metric Quantity Charge*

PROPOSED DEVELOPMENT APPROACH

o PROPOSED RESOLUTION

Lancaster County General Assistance is the payor of last resort. Creative methods shall be employed to insure the most cost effectiveness approach is utilized.

Occasionally, GA clients are housed in, or receiving medical services from group homes or treatment facilities.

Pharmacy Contractor/s must offer pick-up and delivery services for the medications received on this program.

Hy-Vee fills 22 million prescriptions annually for a variety of patient populations. Hy-Vee offers free delivery Monday - Friday and on as a needed basis on weekends and our pharmacies are open 7 days a week.

TECHNICAL CONSIDERATIONS AND CHALLENGES

o TECHNICAL REQUIREMENTS

Contractor will be an authorized user for the web-based General Assistance database. Agencies and staff must register through the Lincoln/Lancaster Internet for access. Information provided through the database will allow all registered users to view who is approved for General Assistance. Prior to filling or refilling any prescription, the Contractor will be required to verify each client's eligibility status and verify that the prescription being filled is not provided through the Prescription Assistance Program.

General Assistance Clients services shall be billed at the Medicaid rates established by the Federal Government, using the Medicaid formulary whenever feasible.

Bioequivalent generic medications will be used at all times allowable.

If the General Assistance Designated Provider or authorized representative specifically requests a brand-name product, such request shall be honored.

Charges shall not exceed the pharmacies usual and customary charges to the general public or the Medicaid allowable charge.

Pharmacies shall dispense drugs listed on Medicaid's latest State Maximum Allowable Cost/Federal Upper Limit (SMAC/FUL) Listing, unless exempted.

The preparation and packaging of all medications shall be supervised by a registered pharmacist and shall be performed in accordance with all applicable Federal and State laws and the County's appurtenant policies and procedures.

The Owners require at least one physical location where services will be offered but prefer Vendors who have multiple locations throughout the Lincoln City limits.

Hy-Vee agrees and meets the technical requirements above.

PROJECT WORK PLAN, MANAGEMENT AND IMPLEMENTATION

○ WORK PLAN

The proposers must have staffing capacity to adequately and accurately carry out service requirements as described in the specification and contract. The proposers must have a quality control process in place to ensure accuracy in filling prescriptions and completing the process in a timely manner.

The five Lincoln Hy-Vee's are fully staffed with pharmacists and technicians to carry out the service requirements and to complete the process in a timely manner. Hy-Vee pharmacies have a quality control process in place, it is Quality Improvement-PQC through AMPS (Alliance for Patient Medication Safety).

○ PERFORM IMPLEMENTATION

Vendor shall have an implementation plan in place which will clearly outline how the program will be operated prior to, and at the commencement of the program.

Implementation must be conducted in a manner that does not delay services to those in need according to the program requirements

The five Lincoln Hy-Vee's are staffed adequately to carry out the service requirements (processing and delivery of prescriptions) to those in need for the program. The Hy-Vee pharmacy #1 at 5010 "O" Street Lincoln, NE 68510 will fill compliance packaging (SureMed cards) for the program.

○ PROVIDE POST IMPLEMENTATION SUPPORT

Vendors shall provide written reports to the Owners upon request which outline the number of customers served and other demographic information associated with the operation of the program.

Each month, Hy-Vee will provide the GA office with an itemized billing statement which will include the Patient /Client name, drug name, strength, NDC Code Prescribed by, Date, and Metric quantity. When requested we will provide a written report which will outline the number of customers served and other information associated with the operation of the program.

DELIVERABLES AND DUE DATES

○ DELIVERABLES (REQUIRED)

Upon request, contractor must be willing to deliver to homes and or residential facilities.

Contractors must be agreeable to work with community organizations to repurpose Durable Medical Equipment for General Assistance clients.

If a medication is not covered through the Prescription Assistance Program or 340B, bioequivalent generic medications will be used. Contractor must be agreeable to MediPak prescriptions upon request.

Tab 3

PROJECT SCHEDULE

1. Proposer must include a detailed schedule of work, activities and confirmation of willingness and capability to meet the time requirements expressed in the scope of services.
2. Submit information that describes performance record for timeliness.
3. Outline the current pharmacy services which are being conducted from the location of the Proposer's office responding.

Hy-Vee offers free delivery Monday - Friday and on as needed basis on weekends and our pharmacies are open 7 days a week. Upon request we will package prescriptions in MediPak or similar packaging solution for an additional flat fee as outlined in the pricing sheet. In regards to Hy-Vee's workflow and timeliness, we have a defined process we follow in all of our 252 retail pharmacies and will meet or exceed the time requirements outlined in this RFP. All of Hy-Vee's retail locations are full service pharmacies that fill prescriptions for a wide variety of patients.

a proposal for



presented by

Kohll's
Pharmacy & Homecare

Lancaster County
Pharmacy Services for General Assistance
RFP 18-025

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800 N 27th Street
Lincoln, NE 68503

Kohll's
Pharmacy & Homecare
Serving you for over 70 years

402-973-1901
Fax 402-895-7655
www.kohlls.com

February 19, 2018

Lincoln-Lancaster County Purchasing
Robert Walla, Purchasing Agent
440 S 8th Street, Suite 200
Lincoln, NE 68508

Dear Mr. Walla,

Kohll's Pharmacy & Homecare is interested in continuing to be the provider of pharmacy services for General Assistance. Kohll's has been in business for over seventy years, established in 1948. As a pharmacy, we provide more quality health services than possibly any pharmacy nationally. Some of the Kohll's services that would most likely positively impact General Assistance clients are the following:

- Pharmacy packaging multi dose or single dose to encourage compliance
- Regular bottled prescriptions
- Provide all types of medical equipment
- Provide all types of medical supplies
- Provide all types of respiratory equipment including oxygen, CPAP, BIPAP, ventilators, suction, nebulizers, etc.

The following professionals employed by Kohll's provide the above services:

- Pharmacists (Pharm.D.)
- Respiratory Therapists
- ATP (Assistive Technology Professionals) wheelchair fitting specialists
- Certified fitters for compression wear, mastectomy forms and bras, diabetes shoes
- Medical Equipment and Supply Specialists

There are other services and professionals Kohll's provides, but the ones listed above would most likely work with a GA client.

Kohll's on average has 180 employees. Of which a little more than 20 employees work in Lincoln at the main location, 800 North 27th Street. The other location in Lincoln is in the Lincoln Medical Education Partnership Clinic (LMEP) at 4600 Valley Road. The location at LMEP provides medical equipment and supplies to patients and coordinates the patients' prescriptions with the Kohll's location on 27th and Vine.

Respectfully,



David Kohll, Pharm.D., President
402-306-6512 Cell
dkohll@kohlls.com



Tab 1:

**Experience & Proposed
Staff Management
Approach**

Experience and Proposed Staff Management

Experience Example 1:

Providing Pharmacy, Medical Equipment and Supply Services for GA Clients

This project started for Kohll's in February of 2015 when Kohll's purchased Wagey Pharmacy and Kohll's continues to be the provider and serve GA clients today. Kohll's is responsible for the following:

- A. Providing prescriptions, medical supplies, medical equipment and respiratory equipment to the GA client.
- B. Educating and counseling the GA client on their prescriptions, medical supplies, medical equipment and respiratory equipment.
- C. Billing GA for provided services
- D. When a GA client becomes retroactive eligible for Medicaid, Kohll's bills Medicaid for what was provided and reimburses GA for those transactions. Kohll's diligently works with DHHS to be sure they open window for the correct period of time to be sure claims will reprocess retroactively.
- E. Determine the cost savings if 340B pricing was utilized. Reviewed the 340B analysis with GA staff.
- F. Kohll's coordinated the workflow and set up the 340B pricing and structure for GA.
- G. Reviewing 340B invoice from PBM to check for any discrepancies.
- H. Coordinating if ED Connections has used medical equipment that could be used for GA clients
- I. Finding unique medical equipment to fit patient needs that would normally fall through the cracks. One example was coordinating a wheelchair to get an approximate 600-pound patient to clinic visit.
- J. Recommending cost saving prescriptions.
- K. Evaluate packaging (medipak) of patients' medications if they seem noncompliant and on multiple medications.
- L. Kohll's stays up on constantly changing coverage criteria for Medicaid.
- M. Coordinates with new managed care Medicaid insurance providers to remind them of what should be covered.
- N. Communicates regularly with Lancaster General Assistance employees regarding Medicaid coverage criteria and solutions for GA client health issues that has to do with pharmacy, medical and respiratory equipment.

All services rendered for GA clients are done by Kohll's W-2 employees. Kohll's does not use a subcontractor.

Kohll's works directly with Lancaster General Assistance Employees. Some of those employees include: Sara Hoyle, Tina Collins, Cynthia Covert, Sandy Lee, Lisa Moehlenhoff. Mrs. Hoyle's contact information: 402-441-6868, shoyle@lancaster.ne.gov.

Experience Example 2:

Providing Pharmacy and Medical Equipment Supply Services to Bluestem Health, formerly Peoples

This project started for Kohll's in February of 2015 when Kohll's purchased Wagey Pharmacy. Kohll's continues to be the provider and serves Bluestem clients today. Kohll's is responsible for the following:

- A. Providing pharmacy and medical equipment supplies.
- B. Educating and counseling Bluestem clients for pharmacy and medical equipment supplies.
- C. Billing PBM for 340B pricing for branded medications

- D. Paying Bluestem the amount insurance pays minus dispensing fee for Bluestem clients that have insurance.
- E. Reviewing 340B invoice from PBM for any discrepancies
- F. Recommending and proposing additional services for Bluestem clients such as respiratory services screening Bluestem patients for obstructive sleep apnea and COPD.

All services rendered for Bluestem clients are done by Kohll's W-2 employees. Kohll's does not use a subcontractor.

When Kohll's took over Wagey, prescriptions covered under 340B pricing was being passed on to clients to make their med affordable. It was done by a very antiquated manual process that could have been risky to Bluestem if audited since the manual process was missing checks and balances. Kohll's moved the 340B to an automated process with checks and balances. Additionally, Kohll's added processing the clients with insurance through the 340B program. Kohll's Accepted a negotiated dispensing fee from Bluestem and reimbursed Bluestem for the amount insurance paid. This resulted in approximately \$200,000 of additional revenue annually to Bluestem. Prior to implementing this program, Kohll's evaluated the potential revenue Bluestem might gain. It was determined it would be around \$120,000. It turned out to be \$200,000.

Kohll's worked directly with Brad Meyer, CEO. Mr. Meyer's contact information 402-470-5424, bmeyer@phclincoln.org.

The estimated Bluestem cost is approximately \$300,000 annually.

Experience Example 3:

Kohll's was chosen by Medicare as National Mail Order Diabetes Supply Provider for entire U.S.A. There were about 18 providers selected.

This project started for Kohll's in July of 2013 and ended in July of 2016. Kohll's was responsible for the following:

- A. Collecting proper documentation from physicians for diabetes supplies
- B. Verifying if documentation met Medicare coverage criteria to supply diabetes supplies to the customer
- C. If Medicare coverage criteria was met, then the diabetes supplies were shipped to the customer
- D. Keep licenses for all states up to date

Kohll's worked with Letisha Davis, who was the Diabetes Lead for the Competitive Bidding National contract. Her phone number is 803-763-5751, e-mail is Letisha.davis@pamettogba.com. You'll have to push zero and the operator will connect her. I believe Letisha still works for Medicare, but not in this division anymore.

Kohll's did not use a subcontractor for the Medicare national diabetes mail order contract.

Kohll's did very well with this contract compared to the other 17 national suppliers of strips per my subjective evaluation based on complaints from customers and on the national dial in conference call with all of the Medicare diabetes national suppliers. Additionally, some of 18 suppliers went out of business. It was a challenge when Medicare, without notice to the providers sent out possibly millions of letters informing Medicare recipients that if they wanted their diabetes supplies delivered or mailed for them to contact one of 18 national suppliers. This happened about 45 days before the program kicked off. Fortunately, Kohll's was prepared with the software and phones in place. Kohll's human resource office hired about 50 new employees within about 20 days to manage all the calls coming in. The total amount of patients served over the three-year contract exceeded 10,000 with a cost of approximately 3.3 million.

Proposed Staff Management Approach

Workflow:

1. Order received for GA client.
2. Verify GA client is eligible under GA.
3. If GA client on multiple drugs, then verify if packaging medication is an appropriate option to facilitate medication compliance.
4. Verify drug is normally covered by Medicaid.
 - A. If normally covered by Medicaid, then process prescription.
 - B. If requires prior authorization by Medicaid and it is not covered through 340B then process RX because Medicaid will pay for drugs retroactively that require prior authorization (if the patient becomes retroactively eligible).
 - C. If OTC that is not covered by Medicaid. then recommend an alternative and/or request a voucher from GA.
 - D. Any unusual circumstances where high drug costs, then notify GA with recommendation before filling prescription.
 - E. If brand drug prescribed by covered entity, then fill the order through PBM PDMI for 340B pricing
 - F. If brand drug prescription is rejected by PDMI then it is likely because it is prescribed by a specialist, not a GA prescriber. The prescription is then processed with standard Medicaid pricing (not 340B pricing). Weekly, Kohll's contacts GA to verify if client was referred to the specialist for the brand drugs that reject. If they are referred to the Specialist, then Bluestem allows those branded prescriptions to be processed retroactively through PDMI 340B pricing.
5. If medical equipment or supply ordered, then Kohll's verifies patient would qualify based on Medicaid medical necessity requirements. If the client qualifies then Kohll's provides the item.

Monthly and weekly processes:

- A. Kohll's arranged for GA to send any GA clients whose case was closed, so it could be noted in Kohll's software in patients record.
- B. Kohll's is notified by GA when a GA client becomes retroactive eligible for Medicaid. When Kohll's receives notice, Kohll's contacts DHHS to open prescription coverage file back to date the GA client became eligible. DHHS then notifies Kohll's when the file is open and Kohll's resubmits the prescriptions to Medicaid. Any prescriptions that required a prior authorization by Medicaid are compiled and given to DHHS to approve and allow those prescriptions to be paid. Kohll's reimburses the amount paid by GA for prescriptions paid by Medicaid.
- C. Between the 1st and 10th of each month Kohll's reviews a report on all orders provided from the previous month that aren't processed with 340B pricing. On this report, Kohll's audits pricing, dispensing fee and branded drugs that didn't process with 340B pricing. Kohll's then gets the 340B dispensed orders and adds them to the report. The report is then invoiced to GA in a format compatible with GAs software.

Sufficient Staff and Identification of Staff:

Kohll's is able to substantiate it has sufficient professional staff to meet the program requirements because we believe we have met plus exceeded the requirements over the last three years.

Name, Titles and Assignments for Kohll's team:

Bryce Walker, Pharm.D., Pharmacist in Charge, Julie Sandiland, Pharm.D., Mark Weeks, RPh
The pharmacists check the prescription orders and counsel GA clients.

Derrick Irakiza, Emily Zarate, Tera Gray, David Fee, Beth Tockey, Brenna Bechtold, Shawn Vernon Pharmacy Technicians that process the prescription orders

Emily Schneider, R.T., Sarah McKinney

Oversees medical and respiratory equipment meet Medicaid coverage criteria, sets GA client up on equipment and educates appropriately.

Joyce Jones, Lura Shehan, Denise White

Office personnel that audit the GA report for correct pricing and 340B pricing opportunities

David Kohll, Pharm.D.

Oversees overall process

If there are issues or questions, Bryce Walker is usually contacted by Kohll's staff. If Bryce needs further assistance, he contacts David Kohll.

Tab 2:

Technical Proposal

Technical Proposal

A. Project Environment & Requirements:

1. Scope of Work

Kohll's currently administers a pharmaceutical distribution program that adequately meets the needs of individual residents of Lancaster County who meet the low income General Assistance Guidelines established by the County and do not qualify for other social service benefits.

2. Project Environment

Kohll's handles a high volume of pharmaceuticals with little. We continuously evaluate our performance to find ways to improve errors and efficiency. We are able to fill prescriptions in less than an hour of receipt of a prescription. If we receive a large amount of prescriptions within a short time, then we prioritize workflow. Waiters being the highest priority normally. An hour wait should not occur. Normally wait would be 15 minutes or less. Staffing is adequate and filling automation exceeds adequate.

All Kohll's staff are expected and do serve GA clients and County Personnel in a professional manner with dignity and respect to all persons involved.

3. Project Requirements

a. Durable Medical Equipment

Kohll's is a provider of durable medical equipment for Medicaid and all three Heritage managed care organizations that Medicaid recipients are enrolled in. The three managed care organizations are UHC, WellCare and Total. Additionally, Kohll's is a medical equipment provider with Medicare all area managed care Medicare insurance companies and all area commercial insurance carriers. This is a necessary component if need to reprocess a GA client who becomes retroactive eligible for both Medicare, Medicaid and Commercial carriers. Medicaid won't pay a claim, until Medicare or a patient's other insurance first pays their portion.

Additionally, Kohll's has employees that are trained, certified and educated to provide medical equipment and supplies which include Respiratory Therapists, Certified Mastectomy Form Fitters, Certified Diabetes Shoe Fitters, Certified Compression Wear Fitters, ATP wheelchair fitters, etc. Kohll's investment in this area is unique nationally. This sets Kohll's apart as a premium provider of medical equipment for patients to have best outcomes using their equipment.

b. PDMI as Pharmacy Benefit Manager

Kohll's will process 340B qualified prescriptions through PDMI. David Kohll evaluated various 340B PBMs and determined at the time PDMI was the best fit operationally and economically for Bluestem Health and GA. If requested or if David sees an opportunity for GA to switch 340B PBM processor, he will make such recommendation.

c. Turnaround time

Kohll's is able to provide less than 2-hour turn-around on most standard prescriptions requested. If Kohll's anticipates or an actual delay arises, Kohll's will immediately notify the county. Kohll's may also recommend an alternative which in some cases may be a better and less expensive medication.

d. Prescription Assistance Program

Kohll's is familiar with the Prescription Assistance Program which is generally for name brand medication that are very expensive. This is an excellent program for GA clients, especially for those 340B branded drugs that are still very high priced. We enjoy working with GA and try to solve very expensive medication issues.

4. Business Requirements

a. Filling only authorized pharmaceuticals, medical supplies and durable medical equipment

Kohll's fills only pharmaceutical medications, medical and durable medical equipment for GA recipients only if it would normally be covered by Nebraska Medicaid. If an item would require prior authorization, Kohll's will review prior authorization criteria to determine if patient will likely qualify. If not covered by Medicaid, then Kohll's will get a voucher from GA prior to dispensing if GA determines a voucher is necessary. If the item is DME that requires a prior auth, Kohll's will verify the GA wants Kohll's to dispense. If GA does want Kohll's to dispense and the physician ordering has documentation Medicaid normally requires for prior authorization if the patient becomes retroactive eligible, then Kohll's will dispense.

b. County pays Medicaid rate

Kohll's process for billing GA the Medicaid rate. Medicaid rate is determined from the Medicaid website. Since the Medicaid website does not interface with pharmacy software, Kohll's audits certain drugs monthly that look like reimbursement is too high or too low. The drugs that are not priced correctly are then priced correctly prior to billing GA Medicaid pricing. The dispensing fee always remains the same unless there is a state regulation making a change to the dispensing fee. The drug ingredient costs for the generic drugs may change monthly which is why an auditing monitoring system is easiest way to manage those prices. Kohll's always reimburses GA the exact amount Kohll's was originally paid by GA for any retroactive claims Medicaid, Medicare paid.

When Kohll's is notified by GA a patient becomes retroactive Medicaid approved, Kohll's works with the Nebraska Medicaid DHHS to resubmit all prescriptions as soon as possible. We have an internal reminder system to be sure DHHS opens the prescription processing window up to allow for reprocessing since many prescriptions were filled much after timely filing deadlines. Kohll's also works with the three new managed care organizations (UHC, Wellcare, Total) to also reprocess. These managed care organizations are still in the learning stage for the reprocessing.

c. Itemized billing statement

Kohll's provides an itemized billing statement indicating the state maximum allowable cost (MAC) and dispensing fee. As mentioned above, since the MAC is not interfaced with pharmacy software, Kohll's uses an auditing process to come as closely as possible for itemized billing statement. There are probably times Kohll's bills a little less and times Kohll's bills a little more for a medication.

If there is any item on the billing statement that contains a discrepancy or needs clarification, Kohll's will work with County to adjust if necessary or clarify. All billing statements include patient name, patient birthday, drug name, strength, NDC, date, quantity, days supply, MAC, dispensing fee, and prescription #. Currently they do not include the prescribers name, but that can be added if necessary.

d. HIPAA

Kohll's assures the County that we will appropriately safeguard protected health information made available to or obtained by Kohll's. Kohll's will comply with applicable requirements of law relating to protect health information and with respect to any task or other activity Kohll's performs on behalf of the County. Kohll's agrees to the County's Business Associate Addendum.

e. Billed for services provide

Kohll's only bills GA for what is provided to the GA client. If an item is ordered for a GA client, but the GA client doesn't get it then GA is not charged for that item.

B. Proposed Development Approach

Proposed Resolution

1. Working with insurances

Kohll's realizes Lancaster County General Assistance is the payor of last resort. Kohll's has experience with many payors to request their payment first. The experience is helpful, because many insurances may choose to deny a claim when they should pay.

2. 340B

Kohll's has much experience with 340B pricing. Kohll's brought 340B pricing to GA in a timely fashion for GA to take advantage of potentially over \$200,000 annually in savings. Kohll's organized and implemented the 340B process. Kohll's will continue to monitor 340B pricing to look for savings. Additionally, Kohll's has taken the initiative to continuously streamline the 340B process between GA, Bluestem, PDMI, wholesaler and Kohll's.

3. Group Homes and treatment center

Patients in group homes or treatment centers need their medications dispensed in dose specific packaging (not in bottle). Kohll's has much experience in this area. As a corporation Kohll's takes care of many patients in group homes, treatment centers (Centerpointe is one of those) and assisted living facilities. Additionally, Kohll's also packages many patient's medications (not in a bottle) that are on numerous medications, so they remember to take their medications. This is a service that significantly decreases health care cost because one of the most common reasons patients return or get admitted to the hospital is they forget or can't remember to take their medications. Hospital stays are by far the biggest expense to health care.

4. Kohll's offers pick-up and delivery services for GA clients and others.

5. Continuity of care

When a GA client becomes eligible for Medicaid or is able to get off GA, Kohll's will continue the same services of packaging and delivery of their medication or health care needs. Additionally, Kohll's will continue consulting with patients' prescriber to determine best and least costly health care solutions. This is a nice benefit for a patient to have continuity of care.

C. Technical Considerations and Challenges

Technical Requirements

1. General Assistance Database

Kohl's is currently an authorized user of the web-based GA database. The database shows who is approved by GA. Currently we do verify eligibility before providing medications or DME to a GA client. Kohl's also is able to review who is closed by GA. Kohl's works with GA to not provide prescriptions filled through the Prescription Assistance Program.

2. Medicaid Covered Prescription Items

As stated under Business Requirements, Kohl's bill Medicaid allowable cost plus Medicaid dispensing fee for Medicaid covered prescription items.

3. Bioequivalent Generic Medications

Bioequivalent generic medications are always used unless a brand-name specific is requested by a GA provider.

4. Charges

Charges will not exceed pharmacy's usual and customary charges to the general public or the Medicaid allowable charge per my business requirements statement.

5. Medication Packaging Preparation

The preparation and packaging of all medications are supervised by a registered pharmacist and are performed in accordance with all applicable Federal and State laws and the County's appurtenant policies and procedures.

6. Lincoln Locations

Kohl's has a location at 800 N 27th Street in Lincoln which is centralized to most GA clients. Kohl's also has a location in LMEP at 4600 Valley Road. This location provides medical supplies and durable medical equipment for patients. It is also the coordination center for prescription medication for pick up or delivery from the Kohl's on 800 N 27th Street. Kohl's has its own robust delivery service that accommodates all of Lincoln.

D. Project Work Plan, Management and Implementation

1. Work Plan

Kohll's currently has staffing capacity to adequately and accurately carry out service requirements as described in the specification and contract. Kohll's is accredited through Joint Commission and follows those standards for quality control to evaluate accuracy in filling prescriptions and completing the process in a timely manner. There is always room for improvement in every organization. Kohll's will always be looking for ways to improve.

2. Perform Implementation

Kohll's has already implemented GA plus we just completed implantation of 340B pricing for GA. There will be no delay in service for GA clients since Kohll's is already the GA provider.

3. Provider Post Implementation Support

Kohll's will provide written reports to GA upon request which outlines the number customers served and other demographic information associated with the operation of the program. Kohll's also currently provides unsolicited reporting to GA and would continue to do so that may be a benefit to the program.

E. Deliverables and Due Dates

1. Deliverables

Kohll's regularly delivers to homes and residential facilities and will continue to do so in the future.

2. Durable Medical Equipment Community Organizations

Kohll's has worked with ED Connections to repurpose durable medical equipment for GA clients.

3. Bioequivalent Generics and MediPak Usage

As mentioned above Kohll's dispenses bioequivalent generics and encourage the use of MediPak packaging of prescriptions for GA clients to assure compliance in taking their medications.



Kohll's Parata medication dispensing robot makes combining patient medications a snap, reducing dispensing time and liability.



Our beautiful fitting and consultation room makes all patients feel comfortable



Kohll's delivery drivers are safe, courteous and on time!



Tab 3:

Project Schedule

Project Schedule:

Detailed schedule of work:

Kohl's is ready to start now since we are already serving GA clients.

Performance record for timeliness:

1. The best example that is recent and GA is very familiar with was Kohl's leadership to 340B coordination and implementation. Kohl's set the timeline along with GA and met the timeline. This included:
 - A. Evaluation of 340B pricing advantage to GA. Setting up meeting, producing the data, formulating the data and reviewing with GA staff.
 - B. Leading all involved including GA, Bluestem, PDMI and Wholesaler to coordinate and communicate the 340B process. Continuously improving and streamlining process.
 - C. Implementing on date agreed for 340B program.
2. Timeliness of filling prescription. Kohl's is continuously evaluating ways to improve speed having prescriptions ready for patients with a goal of being 100% accurate. Even when a goal is met for timeliness and accuracy for providing to patients, there will still need to be further evaluation and improvement. The Pharmacist in Charge, Bryce Walker proactively reaches out to GA health clinics to see if they recognize delays, to help Kohl's evaluate its performance.
3. Pharmacy and medical services offered by Kohl's:
 - Prescriptions mediation in traditional bottles
 - Synchronizing prescriptions so all prescriptions filled at the same time
 - Packaging medications in multi-dose containers to significantly improve patient compliance
 - Vaccine administration seasonal, school, travel
 - Specialty Pharmacy (very expensive medications that require prior authorization and special pharmacist counseling)
 - Administration of Long Acting Injectable psychiatric medications
 - Administration of Vivitrol to treat alcohol and opioid dependence
 - Compounding lab to make custom made medications
 - PrEP (Pre-Exposure Prophylaxis) program to screen and qualify people to take a medication to prevent HIV (Truvada)
 - Fertility Pharmacy
 - Respiratory Services that includes working with a Respiratory Therapist for CPAP, BIPAP, Oxygen, Ventilator, Nebulizers, Trach, etc.
 - Mobility equipment and services. All rehab equipment provided by specialists
 - Compression therapy including stockings and sleeves provided by specialists
 - Orthotic bracing including diabetes shoes provided by specialists
 - Medical Equipment Repair specialists
 - Home modification equipment installed by Kohl's carpenters to keep you in your home instead of a long-term care facility. This included new bathrooms with walk-in tubs, stair lifts, ramps, grab bars etc....
 - Medical supplies including wound care, ostomy, urological, incontinence supplies provided by specialist
 - Wheelchair vans sale, rental and modification