

WINTER
2021

CareVention HealthCare News

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The **PACE** Pulse



Proven Solutions for PACE and Value-based Healthcare Organizations

Patient Safety and Pharmacy | CareKinesis and Pharmastar

Pharmastar Expands Tabula Rasa HealthCare Offerings



Tabula Rasa HealthCare (TRHC) recently announced the addition of Personica LLC, parent company of Pharmastar, the leading provider of PACE pharmacy benefit services, including 340B and Medicare Part D administration solutions. This addition supports TRHC in serving 340B entities, including PACE programs, in collaboration with CareVention HealthCare service lines. The addition also included PersonifilRx, which provides pharmacy services to PACE organizations.

Read the press release announcing the addition at [TRHC.com/news](https://www.trhc.com/news) and view the Frequently Asked Questions (FAQs) document at [TRHC.com/pharmastar-faqs](https://www.trhc.com/pharmastar-faqs). For questions, contact Pharmastar at (888) 298-7770.

COVID-19 Vaccine Update

We continue to work with our contacts at the CDC, Operation WARP Speed, and our buying group to acquire vaccines. Updates will be provided when available.

Coming Soon:

Pharmastar to Offer MedWise™ Safe Use of Medication Services



Pharmastar will soon introduce the MedWise Safe Use of Medication service. The service will incorporate TRHC's MedWise Risk Stratification™ services, including the MedWise Risk Score™ and Medication Safety Reviews by clinical pharmacists, for clients interested in performance improvement initiatives. The service will identify participants at high risk of adverse drug events (ADEs) and help mitigate

medication-related risks.

MedWise™ clinical support tools, which are based on cutting-edge science, can enhance participant safety and quality of care, while reducing medical expenses for PACE organizations.

To learn more about how these clinical intervention tools can benefit your PACE program, **contact Pharmastar at (888) 298-7770.**

A New Look for CareVention HealthCare



CareVention HealthCare is excited to share a new logo, webpage, and telephony system.

Logo The logo is more contemporary, reflecting the leading-edge nature of CareVention HealthCare's services. The cross is a symbol of health, as is the color green, and the tree within represents continued growth.

CareVentionHC.com website The new website contains information about all of CareVention HealthCare's services. Read the latest news and access helpful resources, such as published studies, educational videos, articles, and more.

Single phone system Simply dial one number -- (866) 335-3413 -- and quickly connect to the specific department you want to reach, including

support, administration, and account management/sales/partnering, for any CareVention HealthCare service line.

Note You will still be able to dial any of the service lines directly.

To learn more about CareVention HealthCare's family of services and solutions, visit CareVentionHC.com or contact Carlos Perez, MSN, RN-BC, Executive Vice President, PACE Business Unit and CareVention HealthCare Division, at cperez@trhc.com.

Classification and Assessment of Medication Risk in the Elderly



The TRHC Precision Pharmacotherapy Research & Development Institute

(PPRDI) recently presented a scientific poster at the American Society of Health-System Pharmacists (ASHP) Midyear Clinical Meeting and Exhibition in December 2020. The poster summarizes a study on how polypharmacy and altered pharmacokinetics and pharmacodynamics contribute to adverse drug events (ADEs) in the elderly. ADEs lead to hospitalizations and poor outcomes, which decrease quality of life and increase medical expenditures.

The study also evaluated the MedWise Risk Score™ (MRS) and how it incorporates factors to compute risk of ADEs. The analysis suggests that patients with an MRS of 20 or greater and discharged home were 1.9-times more likely to be readmitted within 30 days. Thus, the MRS may help identify patients at risk for readmission, enabling resources to be devoted to the highest-risk patients. To view the poster, visit carekinesis.com/education-events/published-research/.

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Peer-reviewed Study Shows Substantial Cost Can be Avoided When Incorporating Pharmacogenomics into Personalizing Medication Regimens in PACE



Nearly \$2,000 in annual cost-avoidance per participant per year

A Tabula Rasa HealthCare (TRHC) study, **“Cost avoidance related to a pharmacist-led pharmacogenomics service for the Program of All-inclusive Care for the Elderly,”** recently published in the journal *Pharmacogenomics*, measured cost avoidance by evaluating the addition of pharmacogenomics (PGx) services to traditional medication comparison reviews. The study was a cross-sectional evaluation of data from a previously published study titled **“Implementation of a pharmacist-led pharmacogenomics service for**

the Program of All-Inclusive Care for the Elderly (PHARM-GENOME-PACE)”

This cost avoidance study randomly evaluated 200 pharmacogenomic consultations completed by CareKinesis pharmacists for PACE participants who underwent PGx testing.

Read the full summary of the study at [CareKinesis.com/education-events/published-research](https://carekinesis.com/education-events/published-research).



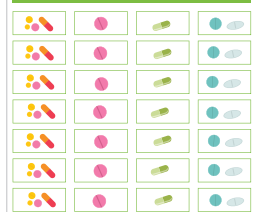
CareKinesis

Medication Packaging and Virus Transmission: Evidence Suggests No Danger

Safety is of the utmost importance at CareKinesis. We take all precautions, including when packaging medications.

CareKinesis' packaging options are customized based on each participant's individual needs. Most CareKinesis PACE participants use Medication Adherence Cards (MAC), which have been shown to increase adherence and support our science-based medication safety processes by

Medication Adherence Card (MAC)



avoiding competitive-type multi-drug interactions. Additionally, MAC packaging is frequently easier to handle than other types of packaging, such as pouches, particularly for the elderly.

Richard Schamp, MD, Chief Medical Officer, and Nishita Shah Amin, PharmD, BCGP, BCPS, CMWA, Director, Pharmacy Practice Residency Programs,

Tabula Rasa HealthCare (TRHC) recently examined current research into surface transmission of the novel coronavirus (careventionhc.com/resources/blog). They found no published cases or evidence of medication packaging transmission occurring. In addition, most PACE participants serviced by CareKinesis have their medications delivered to their homes, further decreasing any risk of contamination.

CareKinesis clients may contact their Client Liaison with any questions about patient safety. For information on CareKinesis' Personalized Medication Safety and Pharmacy Services, call (888) 974-2763 or email info@carekinesis.com.

CareKinesis PACE Client and Participant Survey Results

Thank you to all CareKinesis clients who completed the 2020 satisfaction survey. Your input helps to inform our plans for the coming years. Here are a few highlights:

- 99%** • 99% of respondents rated the value of CareKinesis services as "good" to "excellent"
- 99%** • 99% of respondents indicated that CareKinesis services meet their needs "well" to "extremely well"
- 95%** • 95% of respondents said that they are "satisfied" to "extremely satisfied" with Medication Safety services

Respondents listed the following as the top three values to their organization:

- **Medication Safety** - MedWise Risk Score™, board-certified pharmacist interventions, Medication Risk Matrix, EireneRx®, PGx testing, and more.
- **Medication Access Services** - MAC and other adherence packaging, home/center delivery, remote dispensing cabinets, 24/7 customer support, etc.
- **Quality Assurance** - value-based contracting, Quality and Performance Improvement reporting and programs, and more.

To learn how CareKinesis can partner with your PACE program to enhance economic, clinical, and humanistic outcomes, call (888) 974-2763 or email info@carekinesis.com.

How are we doing?

We're pleased to provide medications packaged specifically for you!

CAREKINESIS

(888) 974-2763
info@CareKinesis.com

We are grateful to all of the PACE participants who completed the 2020 survey postcard. Enhancements based on participant input have already been implemented. Notable results include:

- **Nearly 98% of respondents would recommend CareKinesis to a friend**
- **Nearly 85% of respondents indicated that they feel healthier since using CareKinesis**
- **More than 85% of respondents have not experienced side effects from their medications**
- **Nearly 90% of respondents are very satisfied with medication packaging**
- **Over 90% of respondents are very satisfied with home delivery of medications**

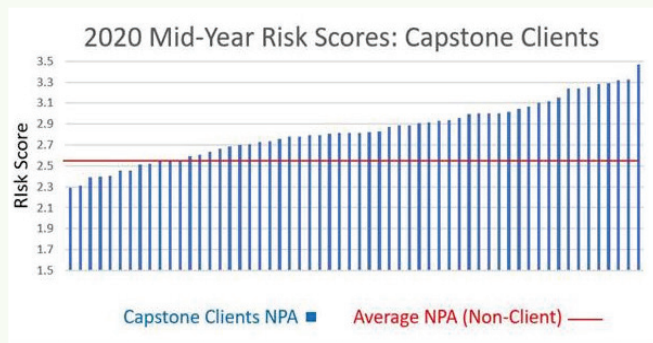
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Revenue Realized

Capstone provides risk adjustment services to ensure compliance and optimize revenue and continues to make a positive difference for clients. We are proud to announce that following the implementation of services, the average HCC score for Capstone clients is 0.280 higher than the average risk score of non-client

Clients that partner with Capstone have an average HCC risk score 0.280 higher than the average non-client NPA member program.



PACE programs who are members of the National PACE Association.

To learn more about how Capstone can support the goals of your organization, call (866) 335-3413 or email info@cpstn.com.

PACE Operational Excellence | PeakTPA and CareVention HealthCare Consulting

Service Spotlight: Mock Audit Support

Is your PACE organization audit ready? The CareVention HealthCare Consulting Technical Assistance Center (TAC) team has more than 40 years of combined PACE operations and regulatory expertise to help your PACE organization prepare and respond remotely.

Key areas of support include:

- Assessing if your PACE organization's documentation, care provision, and actions taken to meet regulatory requirements are aligned (i.e., order tracking, plan of care updates, on-call issue follow up, and more)
- Ensuring your quality improvement plan is effective; assisting with developing tools to assess gaps; and helping you demonstrate the use of data to improve performance
- Evaluating your service delivery request process for compliance with all CMS regulatory requirements

CareVention HealthCare Consulting can provide remote auditing support customized to your PACE organization, allowing for early detection and correction of non-compliant findings. Learn more about remote audit service options by calling (866) 335-3413 or emailing info@cpstn.com.

Coming Soon: **PEAK**TPA New MIPS Services

The Merit-based Incentive Payment System (MIPS) is one type of incentive program the Centers for Medicare & Medicaid Services (CMS) uses to reward values and outcomes as part of its Quality Payment Program.

PeakTPA will provide two options for clients:

- Report of all payments to applicable providers for 2019 (complimentary service)
- Report of all payments to applicable providers in 2019, plus calculation of additional payments to be made and sample provider letter

To learn more about PeakTPA's MIPS services, call (833) 609-4609 or email info@peaktpa.com.

Tabula Rasa HealthCare Names Celynda Tadlock, PharmD, MBA Chief Client Officer and EVP of Pharmacy Benefit Services



Celynda Tadlock, PharmD, MBA, was recently appointed TRHC's Chief Client Officer and Executive Vice President of Pharmacy Benefit Services. Dr. Tadlock will assist TRHC with growth, marketing, clinical and product strategies, and industry and trade relations. Dr. Tadlock recently launched Impera Healthcare Strategies, where she secured agreements in value-based innovations, market access solutions, and industry trends. She also served as Vice President, Clinical Strategy and Pharmacy Experience at Aetna, a CVS Health Company President and Chief Operating Officer, Pharmacy, at Coventry. She has held executive roles at Express Scripts and

Anthem. Dr. Tadlock is President-Elect of the Georgia Academy of Managed Care Pharmacy (AMCP) and serves on their Public Policy Committee. She also has been an active member of Pharmaceutical Care Management Association (PCMA), serving on the Operations Committee and leading the Federal and Legal Subcommittees. Dr. Tadlock received her Doctor of Pharmacy degree from Mercer University and a Master of Business Administration from Keller Graduate School of Management. Read the full press release announcing Dr. Tadlock's appointment on [TRHC.com/news](https://www.trhc.com/news).

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PeakTPA Welcomes New Senior Vice President of Third Party Administration



Michael McGarrigle, MS, joined Tabula Rasa HealthCare, parent company of PeakTPA and the CareVentio HealthCare division, in September 2020 as Senior Vice President of Third Party Administration with oversight of PeakTPA. Mike has more than

25 years of professional insurance experience with commercial and government programs. He has led programs in large health care organizations with responsibility for call centers, claims, enrollment, appeals and grievances, and client and system implementations. Historically, his outcomes have exceeded clients' expectations around service metrics and delivery. Mike has a master's degree in organizational development and leadership from the Philadelphia College of Osteopathic Medicine. Mike can be reached at mmcgarrigle@peak.cpstn.com. Join us in welcoming Mike to the team!

Celebrating Success

Join us in congratulating the following Tabula Rasa HealthCare (TRHC) and CareKinesis pharmacists on receiving their Board Certified Geriatric Pharmacist (BCGP) credentials:

Ed Cavallaro, PharmD, BCGP; Brenna Murphy, PharmD, BCGP; Palak Gohil, PharmD, BCGP; Joseph Wood, PharmD, BCGP; and Briana Skalski, PharmD, BCGP.

TRHC, our parent company, strives to be different from other companies - different in how we treat our clients, different in how we work with each other, and different in the results we achieve. These differences are best captured in the 32 "Fundamentals" that are the foundation of our unique culture. Learn more about The TRHC Way at [TRHC.com](https://www.trhc.com).

CareVention HealthCare News - The PACE Pulse

CareVention HealthCare Services and Solutions:

- Risk Adjustment Services
- Personalized Medication Safety Management and Pharmacy Services
- PACE Technical Assistance Center (TAC) Consulting
- EHR/Integrated Technology Solutions
- Third Party Administration
- Pharmacy Benefit Solutions

Contact Us

☎ 1-866-335-3413

💻 info@careventionhc.com

🌐 CareVentionHC.com

One Partner for PACE Success

CareVention HealthCare offers a comprehensive suite of services and solutions for organizations at every phase of PACE. Partnering with CareVention HealthCare means your organization receives expert guidance on your journey to becoming a PACE provider or to achieving the goals of your existing PACE organization.

Each CareVention HealthCare service line is focused on the specific needs of PACE and delivers targeted solutions tailored for PACE. In fact, many of our executives and team members have been leaders of PACE organizations, so they understand your challenges and can support your needs for innovative solutions. Their extensive industry knowledge and expertise — backed by superior customer service — means you can focus on your participants and feel confident your program is in compliance and achieving optimal outcomes.