

You face challenges *every day*.

**Your PBM shouldn't be one of them.**

 **Pharmastar**  
pharmastar.com | 888.298.7770

As a PACE program, you face a multitude of challenges and competing priorities every single day. However, at the center of this complexity is the opportunity for your employees to have a lasting and meaningful impact on the lives of your participants. Your pharmacy management program shouldn't take unnecessary time and energy away from your organization's activities.

Pharmastar is a pharmacy benefit manager with services designed specifically to ensure your staff spends their time providing care to your participants, not on pharmacy administration.



# A PBM That Understands PACE

Pharmastar is a pharmacy benefit manager that currently serves over one third of the PACE market. In this role, Pharmastar excels in taking the time to truly understand the individual situation of every client and tailors each program to meet those unique needs. There is no one-size-fits-all solution at Pharmastar.

With over 20 years of experience in pharmacy benefit management, Pharmastar’s staff is wholly dedicated to relieving the administrative and regulatory burdens from their clients. Beginning with the guidance of the initial program implementation, Pharmastar clients soon find that we are more than a pharmacy benefit manager. Pharmastar develops a collaborative partnership that grows and evolves with the development of each clients’ pharmacy benefit program .

But don’t take it from us. Our clients’ satisfaction tells our mission and story for us.

“ We are a new PACE program and have relied on Pharmastar since our inception. They have been reliable, knowledgeable and have taken the worry of Part D reporting off our hands. It has been an incredible relief. ”

Rody Canham Blair | Manager, Operations and Provider Network | Serenity Care PACE

## Program Guidance and Development

Pharmastar clients experience personalized hands-on service from the very start of their partnership with our PBM. Every client has access to their own dedicated client support specialist. This point of contact will serve as each client’s personal contact. The role of the client support specialist is understanding and providing ongoing support to each program. Serving in a concierge function, this specialist works closely with a plan with everything from the very early stages of program implementation to regular day-to-day operations. This attention to each plan doesn’t end with the end of implementation. Our clients regularly benefit from the following on-going services and development.

**Ongoing Client Support.** In addition, Pharmastar provides regularly monthly calls for its clients. These calls serve as an opportunity to review any questions, concerns or ideas that you may have regarding your pharmacy program.

**Proactive Clinical Support.** In addition, Pharmastar also offers a wide array of clinical support for its clients, including drug utilization reviews with a PharmD who is board certified in geriatrics and pharmacotherapy, quarterly pharmacy audits and a PACE-specific P&T committee.

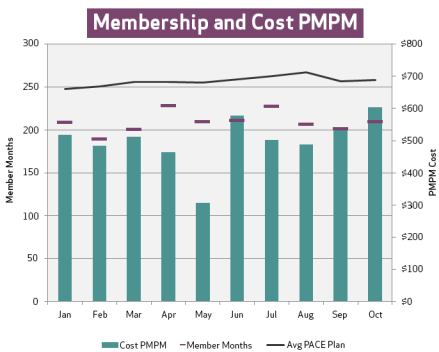
**Time to Human™.** Access to a real person on the phone can be hard to come by in today’s automated world of phone trees. However, Pharmastar believes people have better things to do than wait around on hold. Our Time To Human promise means anyone calling us will talk to a real person right away - often in 8 seconds or less!

**Personalized Client Communication.** A key element in our client relationships is our dedication to providing every client with ongoing, personalized communication. This includes regular pharmaceutical alerts and recalls along with 24/7 access to its Pharmacy Help Desk.

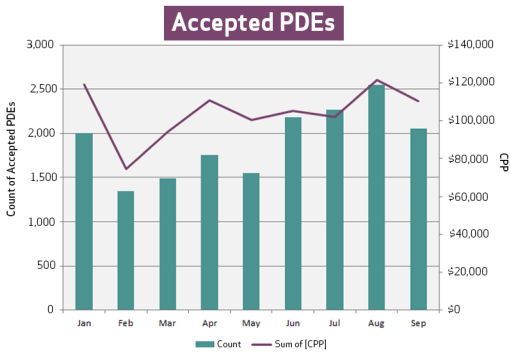
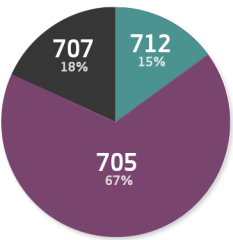
# Reporting Designed for PACE

Your organization offers a unique service to a population in need. Pharmastar recognizes the importance and impact of these differences and develops reporting tailored to those needs. Clients have access to a robust library of regular utilization and financial reports. With this information, clients also have on-demand access to Pharmastar’s clinical staff. After all, more data doesn’t automatically equal better information. Our staff can help you understand and operationalize the information behind the numbers in your plan’s reports.

Pharmastar works with its clients to develop customized ad-hoc reports that suit the specific needs of each organization. In addition, your data belongs to you. All clients have full access to the raw data available through any and all reports. This complete data access enables you to manage and analyze your plan’s data in any way you see fit.



Top PDE Rejection Codes



## Medicare Part D Assistance

The reporting and requirements of Medicare Part D continue to grow every year. This adds a significant burden to PACE organizations and forces them to spend significant resources managing these processes. To help alleviate the burdens generated by this growing area of administration, Pharmastar offers:

- Direct and indirect remuneration support. This includes regular reports and CMS annual attestation.
- PDE support. With increasing CMS requirements for pharmacy drug events, Pharmastar can help PACE organizations in the submission and correction of these filings. In addition, clients also receive detailed monthly reports along with yearly filing attestation.
- Monthly informational bulletins that provide clients with a summary of the key points that impact their organizations regarding changes to CMS guidelines and requirements.

