



**Contracting**



**Credentialing**



**Reconciliation**



**Operational Services**

# Your Partner in Excellence

Achieve growth, profitability and sustainability in a complex, evolving market with a Pharmacy First Membership. With our extensive network of independent pharmacies, we focus on keeping your business competitive while supporting your independent values.

Benefit from revenue-enhancing opportunities and top-notch customer service as a member of Pharmacy First, your partner for quality, service and access.



With a network of more than 2,300 independent pharmacies across the country, Pharmacy First is committed to providing the right tools, resources and support to keep our customers competitive and sustainable.

Connect with us:





## Your Partner in Excellence

Not all PSAOs are created equal. Where others provide services, Pharmacy First supports your success – and we do it with honesty, integrity and transparency. The core of our mission and vision is an unwavering commitment to your financial health, business growth, and quality performance within your unique market. Whether your independent pharmacy business operates in rural, urban or suburban markets, we understand your needs and deliver the tools, resources and support for optimal growth and vibrant, long-term sustainability.

### Industry-Leading Credentialing Services

As the first PSAO to achieve URAC accreditation as a Credentials Verification Organization, we set the standard for credentialing – not just pharmacists, but the whole pharmacy. Through rigorous verification, we ensure proper credentials across all licensed or registered pharmacy staff. As a result, our member pharmacies raise the bar across the industry for service, quality, accountability and integrity.

### Pharmacy Empowerment

Data speaks volumes when it comes to upcoming pharmacy trends. We evaluate the market, monitor trends and analyze pharmacy data to prepare pharmacies for what comes next. Our team works to educate, inform and empower our pharmacies with the knowledge and resources they need, including access to clinical and operational platforms, to make sustainable and profitable decisions.

### Independently Affiliated

In a complex, evolving market, you need a trusted partner to achieve growth, profitability and sustainability – a partner who values your independence as much as you do. Unlike many PSAOs, we are not a group purchasing organization, nor are we affiliated with any GPO, and we do not require our members to work with certain wholesalers. We are a fully independent PSAO focused on maximizing your reimbursement, regardless of your wholesaler affiliation.

### Pharmacy-Focused Contracting

Our contracts cover thousands of commercial, Medicare Part D and Medicaid plans across the U.S. and Puerto Rico. But where some PSAOs focus solely on access (quantity over quality), our contracting approach means if you won't profit, we won't sign it. Every PBM agreement is expertly reviewed and negotiated to protect pharmacies from losses due to low reimbursements, high fees and DIR clawbacks.

### First-Class Customer Service

Pharmacy First offers a dedicated, bi-lingual call team for our pharmacies. With decades of experience in the industry, our customer service team has the knowledge and expertise to provide you with the support and assistance you need every time. Our team of clinical pharmacists help you analyze your business and provide you with key insights and information to help you make the best decisions for your pharmacy.

### Reconciliation Down to the Penny

Our in-house reconciliation service has been the most trusted and experienced for more than two decades. Every year, we reconcile billions of dollars and return millions in recovered claims to our network members. We identify every unpaid or underpaid claim and work diligently on your behalf to recoup every penny. Where other PSAOs impose minimum dollar thresholds and opt for write-offs, we focus on ensuring you receive every cent promised on every claim.

## Supporting Strength in Independent Pharmacy

Contact us to learn more about what makes Pharmacy First the right PSAO for you.



## Service With Honesty, Integrity & Transparency

As your partners in excellence, we go beyond traditional PSAO services to provide what matters most for your business to thrive. Our people have extensive experience supporting independent pharmacies – and with it, a commitment to honesty, integrity, and transaction-level transparency. Because those values are the hallmarks of a high-performing PSAO, we infuse them into everything we do.

As a fully-independent PSAO since our founding in 2003, we understand why your independence matters, and we provide options to build the right service profile for your business. As the industry’s most flexible PSAO, we invite pharmacies to join us as a standalone service or through our two membership programs, which include:

	Core Membership	Premium Membership
Credentialing	✓	✓
Third-Party Contracting	✓	✓
Payer Notification	✓	✓
MAC Appeals	✓	✓
Industry Updates	✓	✓
Live Call Center Support	✓	✓
Web-based Reporting and Support	✓	✓
Central Pay Reconciliation		✓
Short Pay/No Pay Research		✓
Recovery to the Penny		✓
Daily ACH Deposits		✓
Ability to Include Additional Services	✓	✓

## Meeting the Needs of Your Pharmacy

From comprehensive credentialing to well-balanced contracting, best-in-class reconciliation, and a host of additional services, pharmacies that need a partner in excellence turn to Pharmacy First. Our commitment to keeping independent pharmacy strong and competitive in every market is unmatched by any other PSAO. Choose the solutions you need to improve financial and operational health while maintaining absolute freedom over which wholesalers, vendors, payment options, and systems you use.



## Additional Services to Support Your Pharmacy



### Direct Payment Reconciliation

Our Direct Payment Reconciliation Program provides you with industry-leading reconciliation and recovery services with the ability to manage your own deposits. With our user-friendly money management platform, we provide you with the tools needed for stress-free claims reconciliation.



### 835 Split Files

Pharmacies looking to review claims data internally can access 835 files through two convenient options. Our member portal gives you the ability to download the files directly, or our reconciliation team can work with your software vendor to create a file upload platform.



### Enhanced Credentialing & Compliance Training

Our industry-leading credentialing solutions include continuing education, and training for network pharmacies, particularly on Fraud, Waste and Abuse prevention and HIPAA compliance. As a URAC-accredited Credentials Verification Organization, we embrace high standards in credentialing for all pharmacy staff.



### PromiseRx Complete \$4 Generics

With PromiseRx Complete, independent pharmacies can stay competitive and remain profitable in their market. PromiseRx provides you with a cash patient management tool that integrates seamlessly into your pharmacy's system so you can provide the same level of care and service to meet each patient's unique pricing needs.



### Value Card Cash Plus

Our Value Card Cash Plus program enables you to run cash claims through our card instead of other high-fee discount programs customers may utilize. Choose from an extensive range of discount options with various reimbursement rates to ensure your patient still receives the discount, but at a reduced cost to your pharmacy.



### Performance Suite

Our Performance Suite provides pharmacies access to pre- and post-editing across every paid claim, monitoring your clinical and operational metrics. With every claim opportunity, our performance suite allows you to improve reimbursements and streamline workflow.



### Medication Therapy Management (MTM): Platform Support

We facilitate access to several major MTM platforms to bring our members access to opportunities and additional revenue-generating interventions. Our in-house pharmacists also provide personalized support, making it easier for pharmacies to operationalize and manage their MTM service offerings.



### Quality Monitoring: EQuIPP®

Our performance management tool provides quality monitoring programs centered around patient support and compliance. Through our partnership with EQuIPP, our clinical staff analyzes pharmacy data to provide visibility into quality scoring and engages member pharmacies in adherence campaigns that improve rankings.