

**SPECIAL POINTS  
OF INTEREST:**

- **NPSC Fall Dinner Meetings (pg. 3)**
- **3rd Annual CT Overdose Prevention Conference (pg. 7)**

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**INSERTS**

- 21ST CENTURY HEALTHCARE
- ANDA
- ARGOSY GROUP
- FRANKLIN EYEWEAR
- H D SMITH
- KINRAY



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## It Pays to Make Change

*By: David Benoit*

There is no question that this is a very busy time of year for each of us. The kids are back to school, flu season is coming. We have begun our series of seven Dinner Meetings. You are being bombarded by demands for your time in seven directions at the same time. Let's de-clutter a little bit.

Let's focus on a couple of things that are affecting you financially. This ought to be an area of high priority for most business owners. DIR's are an example. A poor example to be certain because there isn't much you can do about them.

Alternatively, we could start thinking about the DIR turned Performance Program that Caremark has put in place. It measures adherence and a few other items and the better your performance the less it costs to play. It turns out that only 10 to 20 patients can make the difference in your performance rating that is applied to ALL of the plans' prescriptions. It pays to perform. I need each of you to decrease your variable rate (increase your performance) by a minimum of 0.2%. If you want to catch those patients it is easy. They are all in your Mirixa cases. So, you do the cases, they pay you for that, and it improves your performance rating, and they pay you for that, too.

One more thing to know is that payment for brands increased by 1% or more from 2015 to 2016. Yes, they pay for that. Secondly, the reimbursement

for brand in the Caremark Med D programs is for 1 – 90 day supplies. This should bring an aha moment for you: if you increase the number of 90-day supplies, they pay for that too. Thirdly, the program will remain in place as described here through 2017 for certain.

Mirixa cases need to be attended to in a timely manner because they expire, in some cases fairly quickly, but most in about 30 days. You need to train a technician to login, identify the cases and prepare them for the pharmacist to review and complete. Then the technician can document and bill

them for you. This is true whether they are adherence cases or CMRs. Although you will need to log in to see your cases, Outcomes will send you monthly report card. The last instance of this was on September 8. *(If you did not receive your report card and have not verified your email with NPSC, please do so now by sending an email to [valerie@northeastpharmacy.com](mailto:valerie@northeastpharmacy.com). We will be sure that Outcomes has the correct email address.)*

I know you don't have time but you are already doing what the Comprehensive Medication Reviews require, except for the documentation and billing. Why leave that money on the table? MTM is not a one-man challenge, let a team tackle it. Your pharmacy workflow wouldn't work nearly as well with only one person. If your patients aren't interested, start presenting MTM as an opportunity rather than a bothersome interruption. There is pharmacist time available when other team members



*Continued on pg. 2*

*"It Pays to Make Change" continued from pg 1*

pick up more of the technical aspects of filling prescriptions.

I'm talking about real money at a time when every dollar counts, more so now than ever. If filling prescriptions pays less and less, I'm offering you things that are starting to pay more and more. Only you can change it. Need more energy? Want to figure out exactly how many patients you have to help to increase your performance? Get to one of our dinner meetings. If that isn't possible, talk to someone who did. Or, you can always ask Karen or Pam to help you find the new opportunities.

There is so much more for us to talk about. All told there are more than fifteen items on the Dinner Meeting agenda. The topics discussed above are two of the most important ones, but nevertheless two of many. We have been showered with thank you's by the attendees at the Dinner Meetings. The meetings are free and the dinners are at places with good food and service. It is a very good networking opportunity; you'll be sitting next to at least two other people.

That's what we are here for. That's why you need to be engaged. I wish you a soaking rain some time soon ..... to end the drought in your business.

## 2017 Practice Based Immunization Training for Pharmacists

Thursday, April 6, 2017  
Aqua Turf  
Plantsville, CT  
7:00 – 5:00

<http://pharmacy.uconn.edu/academics/ce/im->



## TUESDAYS AT 10



Argosy Group is offering the NPSC network FREE monthly webinars with the best in DME information! This is a wonderful service that many of our network stores have come to look forward to. It will be the best 30 minutes you spend all day!

### Next Webinar

Date: Oct 11, 2016 Time: 11:00 EST

Topic: Business Topic: Medicare the Insurance

Register: [www.northeastpharmacy.com](http://www.northeastpharmacy.com)

Click on Tuesday at 10 Tab



Congratulations Ed Funaro of Visels Pharmacy in New Haven CT for being nominated to receive the Daniel C. Leone Pharmacist of the Year Award at the New England Pharmacists Convention on 09/22/2016.

# The NPSC Network Earns BIG \$\$ for Compliance!

The NPSC network earns BIG \$\$\$ for compliance!

I am pleased to report that compliance incentives back to our network pharmacies have broken all previous records! Here is the breakdown for 2015:

Q1	\$324,239
Q2	\$387,730
Q3	\$439,294
Q4	\$397,055
Total	\$1,548,318

*(The above numbers include the annual incentive.)*

First quarter 2016 incentives went out at the end of June and it was the largest quarterly incentive ever returned to the network: \$350,000!!!

In addition, NPSC provided additional services to the network beyond our normal support of \$442,364!

We thank you!! Your participation in our programs allows us to do more for you and return more to you! "Working Together" delivers great results!!

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## NPSC Fall Dinner Meetings

*It has been a busy year in pharmacy with a great deal going on. This is an opportunity to meet with us and your colleagues to ask questions and get answers. Pat and Dave will be sharing information on performance networks and MTM that is vital to your business. Please plan to join us for some dinner and good conversation.*

Sept 27 ~ Four Points, Norwood, MA  
Oct 4 ~ Tuscan Kitchen, Burlington, MA  
Oct 27 ~ Greenwood Inn, Warwick, RI  
Nov 3 ~ Cumberland Club, Portland, ME (7:30PM start)



***Meetings (except ME) begin at 7:00PM. RSVP: 800-532-3742***



As a reminder, Mary and Eric Thielen are the only Heartland reps that can authorize the NPSC program and incentives. Their contact number has changed to 203-559-5420. Please use this number when reaching out to them.



***Trumbull Pharmacy***  
***Trumbull, CT***

# CT Pharmacists in the News For Prescribing Naloxone

By Karen Hekeler

This summer a number of CT pharmacists in the NPSC network have been showcased in the news for prescribing Naloxone.



Joe Petricone, Jr. and William Summa, owners of Torrington and Waterbury Pharmacies were honored by Northwest Regional Mental Health Board's annual meeting. They were featured in the "Republican-American" on 6/24/2016.



Ed Funaro, Jr. of Visels Pharmacy was featured in "Connecticut's Opioid Crisis: 'Stigma' Leaves Many Reluctant to Seek Narcan Despite Availability at Pharmacies" in the New Haven Register, 7/3/2016.



Kari Ann Guerette of Somers Pharmacy was featured in the article, "Opioid Antidote Available From Pharmacists But Few Know" in the Journal Inquirer 7/20/2016 issue.

On 8/30, Guilford CT did a story on the "Wake up Stigma Kills" event that was held in Guildford. The Medicine Shoppe Old Saybrook attended that event and pharmacist Laura Craven was quoted in that story.

On 8/31, News 12 CT, did a story - "State launches website to improve access to Narcan". Laks Pudipeddi of Bridgeport Pharmacy was featured in that story. On 9/6, WFSB did a story - "CT pharmacists now allowed to prescribe narcan" Lisa Bragaw of Simply Pharmacy in Waterford CT was interviewed for that story.

Many thanks to all the CT pharmacists that have been willing to speak to reporters to help get the word out!

## NCPA 2016 Pre-Convention

- ◆ Oct 13-14: High Performance Strategies for LTC Pharmacies
  - ◆ October 13-15: Ownership Workshop
  - ◆ Oct 14: Front-End Profit-Building Seminar
- ◆ Oct 15 Morning Session: Selling Your Pharmacy: Planning for Success
- ◆ Oct 15: Afternoon Session: Specialty Pharmacy: Keeping Your Patients, Growing Your Business

*Separate Registration Fees Required for Pre-Convention*

Visit [www.ncpanet.org/preconvention](http://www.ncpanet.org/preconvention) for more information, agenda, speakers, and to Register.

**Special Code: BUY75 to receive \$75 off registration!**

NCPA 2016 Annual Convention will be held:  
October 15-19, 2016  
Earnest N. Morial Convention Center, New Orleans, LA

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## Fall is Flu Shot Season

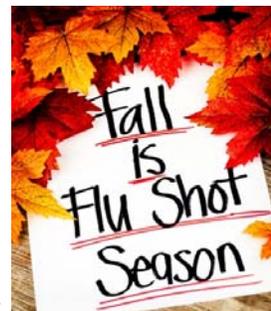
*By Karen Hekeler*

It's that time of year again to get your flu shot program up and running and in full gear. The chains began promoting "Get your flu shot" in August and chain pharmacists have hefty quotas to fill with many locations expected to administer upwards of 3,000 shots this season!

Have you set goals for how many full shots your pharmacy will administer this year? Do you have a marketing strategy so your customers know they can get a flu shot from you? There are many resources to print up posters and brochures. Here are two links:

<http://www.cdc.gov/flu/freeresources/print-general.htm>

<http://www.publichealth.va.gov/flu/materials/posters/influenza.asp>



Is your pharmacy listed on <http://vaccine.healthmap.org/>? You can register here and log in to make any updates that may be needed: <http://vaccine.healthmap.org/about/>.

If you ordered Flublok this year, you should have already received FREE marketing materials. If you need additional Flublok materials, the order form is on our website under vendors. All pharmacies that ordered Flublok are also listed on the Find Flublok website.

Other ways to promote your flu shot program:

- Add message to receipt
- Add message to your IVR system
- Bag Stuffers
- Have employees ask, "Did you get your flu shot?"

Best Wishes for a successful and profitable flu shot season!



## NPSC Approved Vendors

### 21<sup>st</sup> Century Vitamins

- **Great deal on a 4ft set – allows you to compete with the big box stores**
- **See details on enclosed flier**
- **Reps will set up opening order in your store**
- **All NPSC wholesalers and Anda carry the product**
- **The product is high quality and it is value priced**
- **2.5% incentive back from NPSC quarterly**

### iMedicare

- **30% discount off the \$1999. – Price is \$1399. For new customers or renewals**
- **2.5% incentive back to new customers**

### DM Merchandising

- **Front store products purchased on their website for a 5% discount**
- **Order minimum \$100**
- **Credit cards accepted. Terms are net 30 on approved credit**
- **To get started email Richard Freeman at [rfreeman@dmmerch.com](mailto:rfreeman@dmmerch.com) – Be sure to identify yourself as an NPSC store to get the deal**
- **Once you are set up as a customer, you can access the password protected site at [www.247.com](http://www.247.com) to set up your password and login access.**
- **2.5% incentive back from NPSC on purchases quarterly**

### Argosy Group – New Service! (see details on flier in newsletter)

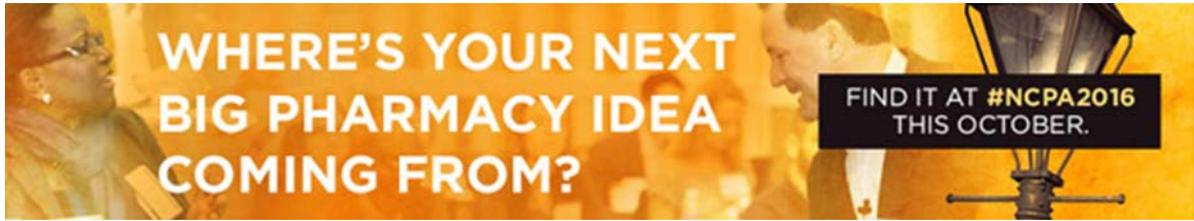
- **DME Helpdesk!**
- **You have questions on DMEPOS billing? They have the answer!**

### Medicine on Time - Coming soon!

- **Custom program to benefit current MOT users and new customers, too!**

### **New NPSC Website (Yes, it will be here soon!)**

We had expected that the new NPSC website would be ready by August. Many things involving computers and programmers end up taking more time than originally anticipated, and with good reason. Our website holds a great deal of information and has many databases that make up all the information. Our new site will have many new and desired features which will run on a more flexible platform. Most of these features do not currently exist within our website and have to be built. In speaking with the programmers this week, they anticipate launch in late fall. Lots of things can change that so we'll keep you posted! Thanks for your patience!



## Save \$75 on the NCPA Annual Convention

It's where ideas are born! Join other successful community pharmacists for peer-tested solutions to boost profits, reduce costs and bring new patients into your pharmacy. Register today for the [NCPA Annual Convention](#) Oct. 15-19, 2016 in New Orleans.

You will [come home with new ideas](#) in three dimensions of community pharmacy practice:

**Expanding Opportunities**— Peer led sessions on increased profits through primary care and hospital partnerships and enhanced medication synchronization.

**The Front End**— Pharmacy owners who have added to the bottom line with more sales through cash DME, catering to companion pets and new opportunities in the compression niche.

**The Back Office**—Investing, marketing, law, tax strategies for entrepreneurial pharmacies and new technology solutions.

**Act now to save \$75** on the NCPA Annual Convention—the premier convention for independent community pharmacists. Receive \$75 off when you register and **use the promo code: BUY75**. Open to owners/managers and staff pharmacists only.

Register + Book your hotel at [www.ncpanet.org/convention](http://www.ncpanet.org/convention)

3rd Annual Connecticut  
Overdose Prevention Conference  
Oct. 27, 2016  
9:00AM—4:00PM  
Sheraton Hartford South 100 Capital Blvd, Rocky Hill, CT  
Contact: Marianne Buchelli 860-509-8053



*Learn strategies proposed by the Connecticut Opioid Response (CORE) Initiative and gain valuable information from experts in the field of prevention, addiction treatment, and recovery. Breakfast and lunch provided at no cost.*

Free with registration: <https://goo.gl/sXuoSN>

## NPSC Expo & CE 2017

**April 25-26, 2017**  
**Mystic Marriott & Spa**  
**Groton, CT**

- One Day Show
- Let's Network Kick Off Dinner Reception (Evening of April 25)

- Networking Opportunities During Breakfast, Lunch, and Evening Reception
- CE you'll need *and* use
- Great Raffle Prizes



## Outcomes Cases for Long Term Care Patients – An Answer from Outcomes!

*By Pat Monaco*

**M**any of our health plans (especially Medicare) now allow for a CMR delivered over the phone with the patient or caregiver. If the pharmacist sees the telephonic option and no PA code box in our platform (CMR tab), they can complete the CMR over the phone. If there is a PA code box, they can call our team to get an override code.

If they do need to complete the CMR face to face, some pharmacists will schedule a time to go in and meet with a member of the nursing staff to complete CMRs for patients at that facility. The success of this varies based on the relationship with the facility.

For those pharmacies that have a lot of LTC opportunities, please contact NPSC for the guide that Outcomes has provided.

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### NCPA's Front –End Overhaul Presents Profit Makers

**If your store is in a college town-** students are still getting their lives organized in their dorms/apartments. How about putting together a “Dorm First Aid Kit” – prepare signs for an end cap – include hand sanitizer, lip balm, hot and cold packs, bandages, triple antibiotic lozenges, cold and flu meds, stomach and diarrhea meds, thermometers, vitamins, pain relievers and deodorant

**Flu Shot Promotions** – If you provide this service you should have already begun your promotion of it but September is not too late! Hang large banners in the back of your store and certainly at the pharmacy pick up counter. Direct staff to remind customers about the flu shot services you provide

**Back to sports** – Now that school has begun, sports teams have begun practices and have had games...things happen! Have an end cap with wraps, braces, hot cold packs, pain relievers and bandages. Talk to the coaches or athletic directors on the brands they prefer...and don't forget “The Sign”

**Free Samples** – Check out the Front End Marketplace on the NCPA website to see if anything there will work in your store – many will send you samples to try out. <http://frontendmarketplace.com/>

## NPSC Front Store Bootcamp with Gabe Trahan

Wednesday, November 16, 2016 10:00AM—3:00PM

Southbridge Hotel & Conference Center  
14 Mechanic St, Southbridge, MA



Please plan to join us for an invigorating day program customized just for NPSC with optional one-on-one 30 minute sessions with Gabe.

This program is FREE for participating pharmacies (3 guest limit) and includes the Bootcamp, breakfast, lunch, and break. CE for 4 hours is offered. One-on-one sessions with Gabe are limited to 8 slots and available on a first come, first served basis.

Registration is available at [www.northeastpharmacy.com](http://www.northeastpharmacy.com) or contact Valerie at 508-875-1866 or [valerie@northeastpharmacy.com](mailto:valerie@northeastpharmacy.com)

**Registration deadline: November 1st**

# FREE WEBINAR

Learn how upgrading to the flexible efficiencies of a workflow can turn your pharmacy management software into an enhanced tool for your pharmacy.

**Tuesday, September 27, 2016**

**10:00am-11:00am CDT**

**Register at: [keycentrix.com/NPSC](http://keycentrix.com/NPSC)**

See these workflow highlights demonstrated LIVE:

- \*Track where an item is during the filling process
- \*Enforce patient safety checks
- \*Configurable business rules for unique scenarios
- \*Customizable workflow to each pharmacy location

**Can't attend but want a copy of the presentation?  
Register for a free recording at: [keycentrix.com/NPSC](http://keycentrix.com/NPSC)**



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# NCPA is Fighting the Fight on DIR Fees for YOU!

(used with permission from NCPA Press Releases)

Pat Monaco

The National Community Pharmacists Association (NCPA) endorsed new legislation in the House on Thursday September 8<sup>th</sup> and a companion bill in the Senate on September 12<sup>th</sup> that would increase transparency and accuracy in Medicare Part D prescription drug spending and reporting and also effectively banning so-called "DIR fees" applied retroactively that threaten the viability of many independent community pharmacies.

Nine representatives introduced the "**Improving Transparency and Accuracy in Medicare Part D Spending Act**," **H.R. 5951**. The legislation would address what has become a top concern for independent community pharmacy owners: huge claw backs assessed by Medicare drug plans, or their intermediaries, pharmacy benefit manager (PBM) corporations, long after prescriptions are filled. These fees are often labeled direct and indirect remuneration, or **DIR fees**. H.R. 5951 would prohibit the imposition of such fees after pharmacies fill prescriptions.

NCPA's CEO B. Douglas Hoey, RPh, said "Independent community pharmacists are on the front lines helping Medicare beneficiaries access their prescription drugs and get the maximum benefit out of using them properly. Unfortunately, their efforts are greatly undermined by the imposition of huge retroactive fees by PBM corpora-

tions that further complicate Medicare drug costs

According to a recent [NCPA survey](#) of 640 community pharmacists, DIR fees are wreaking havoc. Two-thirds of pharmacists (67 percent) said they receive no information about when DIR fees will be collected or their size. Many said DIR fees can total thousands of dollars each month and make it impossible to determine at the time of dispensing

whether the net reimbursement will cover their costs, such as purchasing drugs.

**There is broad, bipartisan alarm in Congress and from Medicare officials over DIR fees.** In response to concerns raised by NCPA staff and members, 18 U.S. Senators and 30 U.S. Representatives [have written](#) to the Centers for Medicare & Medicaid Services (CMS) to urge the agency to implement proposed guidance to address pharmacy price concessions like DIR fees. [CMS has noted](#) "variations in the treatment of costs and price concessions affect beneficiary cost sharing, CMS payments to plans, federal reinsurance and low income cost-sharing (LICS) subsidies, manufacturer coverage gap discount payments, and plan bids." NCPA continues to support that guidance in addition to H.R. 5951.

**H.R. 5951 will lower cost-sharing for many beneficiaries and improve program integrity—without increasing Medicare Part D costs.** "Increasingly policymakers and the general public are calling for more transparency into prescrip-



*Continued on pg. 11*

“NCPA is Fighting” continued from pg. 10

tion drug costs,” Hoey added. “However, with the major escalation in DIR fees, PBM corporations are heading in exactly the opposite direction.”

DIR fees that are not accounted for upfront inflate drug costs at the pharmacy counter, and therefore beneficiary cost sharing reach the “coverage gap” sooner and face increased coinsurance, which now applies to 58 percent of covered drugs, according to Avalere. DIR fees not accounted for upfront also lead to inaccurate prices on Medicare Plan Finder.

In addition, H.R. 5951 would not increase Part D costs or prohibit “pay-for-performance” incentives in categories such as patient adherence to medication and avoidance of dangerous and costly drug interactions.

“PBM corporation advocates have argued that DIR fees are *payments* that reward pharmacies,” Hoey noted. “The reality is community pharmacies instead experience *penalty*-for-performance in order to pay PBM corporations huge DIR fees that they utilize for their own purposes and benefit.”

Kevin Schweers/John Norton. *NCPA Champions Bill to Boost Medicare Transparency, Ban Retroactive “DIR Fees”*. 2016. Web. Sept 16, 2016.

Kevin *NCPA Backs New Senate Bill to End Retroactive ‘DIR Fees’, Improve Medicare Transparency*. 2016. Web. Sept 16, 2016.

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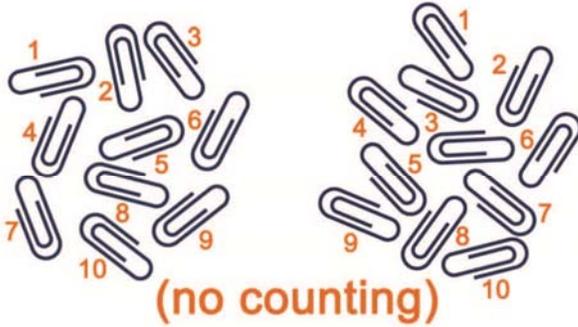
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## Which set has more?



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