

# Patient assistance program recovery case study

*University of Missouri Health Care*

## Diminishing complexity and increasing revenue through medication recovery

### Situation

Specialty care is an important part of the mission of University of Missouri Health Care (MUHC). Physicians care for complex and serious conditions, offering services not available elsewhere in the region. Giving patients access to the latest treatments often involves the use of very expensive specialized medications that are beyond the reach of most people — especially the uninsured and underinsured.

That’s why patient assistance programs (PAPs) are invaluable to both the hospitals and patients at MUHC. Managing these programs, however, is a time-consuming task that requires knowledge and experience of the regulations and enrollment process. MUHC brought in McKesson to shore up its PAP, anticipating that they could take over the program after a year.

### CUSTOMER PROFILE

- Located throughout Missouri
- 5 hospitals
- 57 primary and specialty clinics
- 9 ambulatory pharmacies
- 340,000 prescriptions filled annually

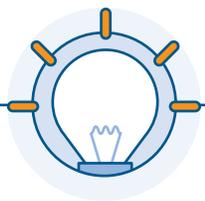
### RESULTS ACHIEVED

- \$1.8 million PAP recovery in 2018 alone
- Virtually eliminated billing of PAP patients for covered medication
- 271% increase in recovery over three years



**271%**

increase in recovery over three years



***“We didn’t realize the extent of our recovery shortfall until we started seeing the results of McKesson’s recovery services.”***

— Brad Myers  
Executive Director of Pharmacy and Lab Services, MUHC

**Solution**

McKesson RxO® PAP Recovery Solutions took charge of MUHC’s PAP program, partnering with the hospital system to identify patients eligible for PAP. Once patients were verified, McKesson enrolled them, handled the medication recovery process, and documented compliance to avoid billing patients for covered medication. Thanks to careful coordination of differing patient insurance and co-pay requirements, McKesson assures equal access to medication for all MUHC patients, for high-quality care at minimum out-of-pocket expense.

**Results**

McKesson’s rate of recovery convinced MUHC that it should maintain the partnership beyond the originally planned year, with recovery dollars increasing over time. The hospital realized that it could not match the efficiency and return that McKesson achieved. The PAP program is a huge plus for patients, and feedback from the MUHC financial team has been very positive. Plus, the in-house resources previously dedicated to keeping up with PAP are now free to focus on other areas. Future plans include expansion of the program to MUHC clinics, infusion centers and other locations.

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