

# CAROLINA HEALTH CENTERS, INC.

## POLICY AND PROCEDURE

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**TITLE: PHARMACY CO-PAY ASSISTANCE**

**CATEGORY: PHARMACY SERVICES**

**NUMBER:**

**EFFECTIVE DATE: 2/1/2020**

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**POLICY:**

Carolina Health Centers (CHC) is committed to removing economic barriers that prevent adherence to medication therapy.

**SCOPE:**

These policies apply to all CHC pharmacy services in which pharmaceuticals are dispensed and/or administered.

**PURPOSE:**

To ensure that CHC is promoting adherence to medication therapy regardless of a patient's ability to pay and allowing us to provide the highest quality of services.

**PROCEDURES:**

- Certain third party payors require strict adherence to medication therapy which affects CHC's performance measures and/or Star Ratings.
- In order to meet these adherence requirements and reduce related penalty fees CHC is committed to removing economic barriers that may prevent patients' from receiving their prescription medications.
- CHC removes these economic barriers through the following process:
  - Carolina Community Pharmacy (CCP) will bill the patient's insurance plan for the medication and set the patient's co-pay according to the requirements set forth by the insurance plan.
  - In cases where the patient is unable to afford the co-pay set forth by their insurance plan, CCP will reduce the amount owed by the patient to our usual and customary cash pricing.
  - The difference in the patient's insurance co-pay and the CCP usual and customary cash price will be billed to an appropriate Accounts Receivable (A/R) account in the pharmacy.
  - CHC will reimburse CCP for the balance of the related A/R accounts on a monthly basis to offset this difference in pricing.
  - No HRSA grant funds will be used in this process.

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- Reducing patient's co-pays through this process will allow for better adherence to medication therapy which will increase CHC's adherence with the performance measures set forth by the third party payors. This will in turn increase our Star Ratings and help to reduce the associated penalty fees under the Direct and Indirect Remuneration (DIR) program.

Board Approval: