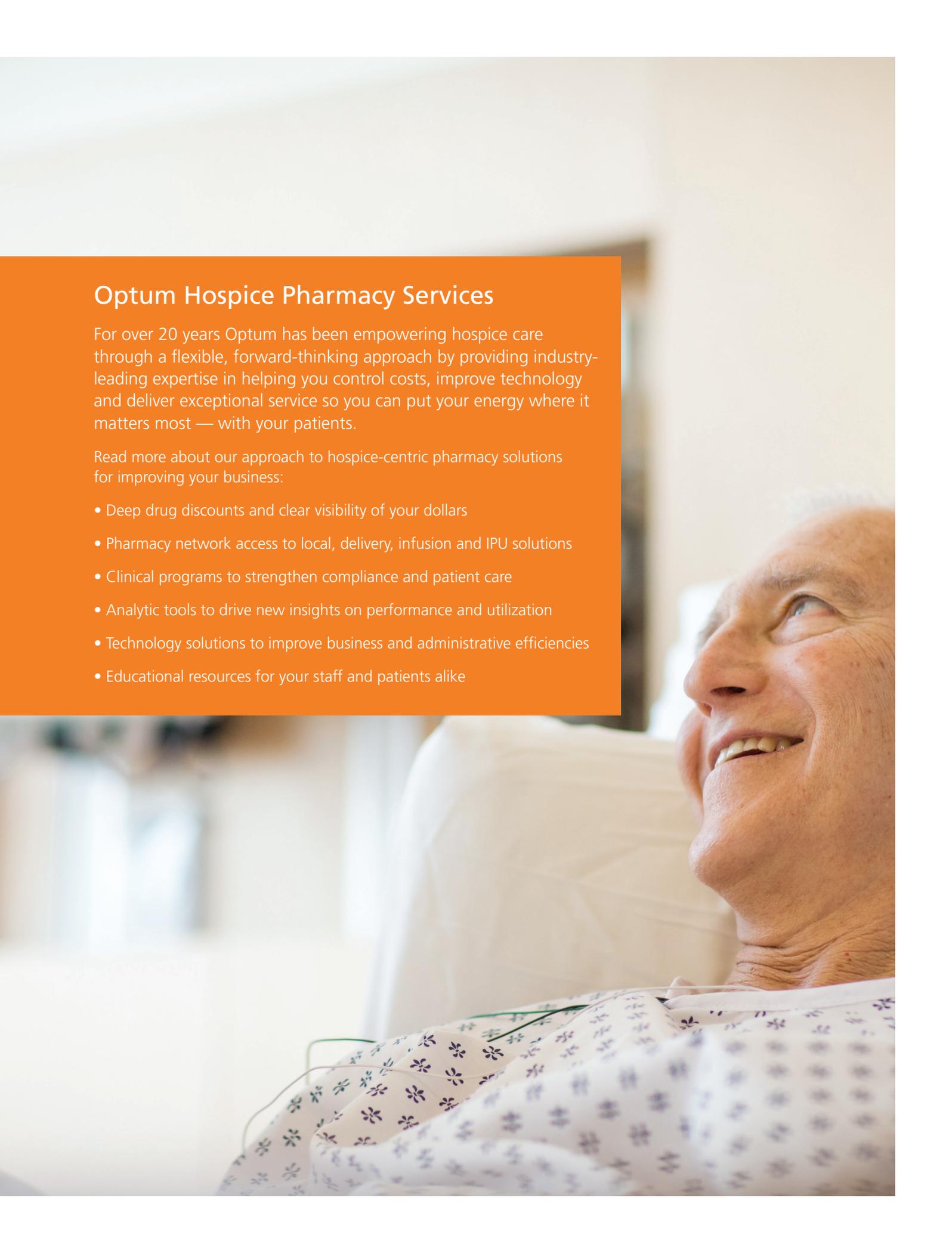




## Optum Hospice Pharmacy Services





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For over 20 years Optum has been empowering hospice care through a flexible, forward-thinking approach by providing industry-leading expertise in helping you control costs, improve technology and deliver exceptional service so you can put your energy where it matters most — with your patients.

Read more about our approach to hospice-centric pharmacy solutions for improving your business:

- Deep drug discounts and clear visibility of your dollars
- Pharmacy network access to local, delivery, infusion and IPU solutions
- Clinical programs to strengthen compliance and patient care
- Analytic tools to drive new insights on performance and utilization
- Technology solutions to improve business and administrative efficiencies
- Educational resources for your staff and patients alike

# Optum Hospice Pharmacy Services

## Pharmacy network

Provide your patients with convenience and easy access to retail pharmacies, home delivery, infusion care and discounted medications that aren't covered under an existing plan.

### Community pharmacies

Maximize discounts and help reduce costs through a customized Optum pharmacy network, plus specialized services of independent pharmacies in your local community.

### HospiMail™ home delivery

Provide patients the same medication discounts and services—including compounding—that they receive at local pharmacies, but with the added convenience of home delivery.

### In-Patient unit solutions

Increase your operational efficiency and accurate Medicare reporting with your in-patient unit (IPU) medication billing and also provide practitioners with easy med access.

### HospiDiscount medication card

Expand coverage by ensuring your patients have pharmacy access and receive discounts on all hospice medications with the industry's first hospice-focused medication discount card, at no cost.



### Home infusion

Expand the scope of treatments that can be offered in the home rather than higher-cost institutional settings. Home infusion can help you deliver high-quality service while reducing costs.

## Clinical programs

Experienced clinical consulting teams trained in patient care provide strong support for your staff in your efforts to deliver high-quality patient care while containing costs.

### Clinical consulting

Get a better understanding of medication utilization, costs, quality and more with insights from Optum experts and technology. Our clinical consulting solutions provide documentation of each patient's clinical review, which can help you comply with Medicare Hospice Conditions of Participation (CoPs).

### Formulary and plan design

Collaborate with your dedicated Optum account manager and clinical team to choose the right formulary with various options designed with your utilization in mind.

### HospiLogic™

Get automated patient assessments generated by our proprietary clinical software, which includes more than 20,000 hospice-specific clinical rules. The system checks for effectiveness of therapy, adverse effects, interactions, duplicate therapy and possible drug therapy alternatives, then prepares an electronic report whenever you need it.

### HospiMTM™

Provide a patient medication profile review retrospectively, both upon admission and at least every 15 days thereafter. The pharmacist will provide additional reviews upon request for medication changes, symptom management, and other scenarios.



### HospiOnDemand™

Get an Optum pharmacist's real-time, prospective drug utilization review upon a patient's admission and at least every 15 days thereafter. The pharmacist provides a consultation—and documentation—for medication changes, symptom management and other areas of inquiry.

## Analytic tools

Drive new insights, action and results with easy access to data and analysis. Optum analytic tools allow you to track real-time utilization, monitor trends, identify opportunities, and compare performance against benchmarks on key performance metrics.

### Hospice best practice indicators (HBPIs)

Set performance goals and objectives based on key performance metrics (KPMs), then measure performance using hospice best practice indicators. Your account manager will help you set and meet your benchmarks by providing support, ongoing training and educational resources.

### Hospitrac™

Instantly access critical information through this user-friendly online reporting suite. With utilization, cost and performance data right at your

fingertips, Hospitrac can help you identify opportunities to improve patient care, administrative efficiency and cost-effectiveness. Sort utilization by patient, location, medication, physician, pharmacy and other criteria.

### Hospitrac iRx™

Eliminate the need for ad hoc reporting with Hospitrac iRx, our premier data analytic solution. This web-based tool is for clinical and administrative managers who want robust analytics, the ability to quickly and dynamically filter data, view key performance metrics, and multiple ways to view the results.



### HospirxMonitor

Streamline reporting by using analytics with prescription and profiled data. HospirxMonitor is a comprehensive reporting solution that uses scenario-based logic to look at compliance, patient outcomes, quality assurance process improvement (QAPI) and benchmarking.

## Technology solutions

Improve efficiencies through flexible solutions that help you manage patients' eligibility, medication information and medication plan of care.

### Hospidirect™

Manage and update patient profiles, eligibility information and medication details using this online portal. The portal can be configured to work seamlessly with your electronic record management (EMR) system so it's easy to share and review patient records without duplicating data entry.

### Hospimobile

Save time by using your smartphone or tablet to easily manage and update patient eligibility and drug information, locate network pharmacies near you, and register for educational events on the fly.

### ePrescribing

Get the state-of-the-art DrFirst® ePrescribing solution at a discount when you partner with Optum. Together, DrFirst and Hospidirect allow nurses to notify physicians of prescription needs, streamlining medication orders for greater efficiency.

### Electronic medical record interfaces

If you use an electronic medical record (EMR), our interoperable solution will exchange patient eligibility and medication information between your patient EMR system and Hospidirect, eliminating the need for telephone calls, faxes and double data entry.



### CMS data reporting solution

Gather all the data necessary to comply with Centers for Medicare & Medicaid Services Change Request (CR) 8358. The Hospitrac online reporting suite uses proprietary logic to capture the required medication information from the pharmacy. That information, combined with HCPCS codes and units of measure, gives you everything you need to report the claims data required by CR8358.

## Educational resources

Strengthen patient care by enhancing staff knowledge about medication protocols, palliative symptom management and countless other nuances to hospice care. Our educational resources provide quick access to clinical information and a library of patient care tools and guides, as well as continuing education resources.

### Clinical library

Stay informed about drug protocols, subcutaneous injection administration protocol, drug information responses, and more through our library of clinical documents. Resources include patient information leaflets and hospice talking points, along with details on adverse event reporting and regulatory updates.

### Continuing education seminars

Offer monthly lunch-and-learn seminars via live webinars and continuing education (CE) credits. Hospice staff members also can access recorded hospice-specific sessions and earn CE credits through our online independent study program.

### HospiBooks

Provide your team with expert advice that can help enhance patient care. Our clinical pharmacists offer clear, detailed guidance on these and other common elements of hospice care:

- Palliative Care Consultant
- Wound Care Guidelines
- Pediatric Palliative Care Consultant

### HospiLink™

Subscribe to the HospiLink news digest for the most up-to-date clinical information on hospice and palliative care. This abstracting service, delivered every three weeks, gathers the most pertinent abstracts from hospice and palliative care literature, medical journals, newsfeeds and professional organization updates, and delivers them in one concise email.



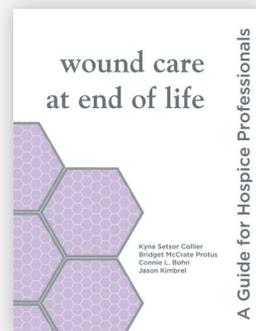
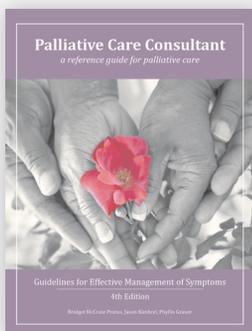
### Lexi-Comp® Online Drug Database

Provide ready access to detailed medication information through his comprehensive database, which includes:

- Adult and pediatric patient advisory leaflets in 18 languages
- Lexi-Interact for patient-specific drug interaction screening
- Lexi-Drug ID for pill identification and pronunciation
- King Guide to Parenteral Admixtures

The database also offers user training and support.

HospiBooks can be purchased at [optum.com/hospicepharmacy](http://optum.com/hospicepharmacy). Available in hard copy or Amazon Kindle edition.



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To learn more about Optum® and hospice pharmacy services,  
visit [optum.com/hospicepharmacy](https://optum.com/hospicepharmacy).

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