



CPESN® Pharmacies and Local Network Leadership:

Here is this week's **Sunday Update** on CPESN activities from the past week.

Well, we're four weeks into the roll-out of our six Guiding Principles.

Guiding Principle #4: The Right to Collectively Negotiate – Pharmacy providers and provider-run pharmacy networks should retain the ability to negotiate with MSOs (or variants) collectively as clinically integrated networks when presented with enhanced services contracts if those MSOs (or variants) do not have agency to the pharmacy.

Remember that "agency" is the requirement that the entity working on your behalf is required by law to work in your best interests (and not in others' or their own best interests).

Make sure you are sitting down for this one.

We recently had a vendor representative come up to our exhibit booth at the NCPA Annual Convention in Boston and tell one of our network luminaries, "Well, I guess we are in competition with CPESN".

What?!!!

"Well, we provide adherence services through our call center and we compete with you for contracts," they said.

Honestly, sometimes I wonder – How in the "H-E-double-hockey-sticks" did it get to this point in pharmacy. ***This was a vendor that is supposed to be working for the pharmacy for God's sake.***

Had I been at the booth at that time I would have said, "You are not competing with CPESN Networks. We don't make or take money for patient care services or get paid for administering MTM programs. We are a clinically integrated network and CINs ***are*** the providers – that's the whole point of a CIN –collective value expression through a self-governed entity. ***The folks you are competing with for services contracts are your own customers!***

Clinically integrated networks **have the right to collectively negotiate** across all of their pharmacy locations – that means all of the nearly 2,000 of you and all at once – and with your vendors and partners if they are contracting with payers without agency to you. You are (collectively) a single entity for the purposes of expressing your value in the marketplace, and you have the right to require agency and transparency of contracting and active participation in contract negotiations. You are a provider-run and governed organization that now covers more than 65% of the US population by prescription delivery radius. It's time to start standing up for yourselves and make sure you have contracts favorable to your expression of value.

Stay tuned for educational materials and workshops on how to approach your existing and future contracts with partners, brokers, MSOs and other entities working on your behalf.



Network Development

Welcome to the 15 new participating pharmacies joining CPESN USA this week! We received our first network agreement from Vermont! We also welcome participating pharmacies from the states of Iowa, New York, Michigan, New Jersey, Maryland, Oklahoma, and Rhode Island. Your recruitment efforts are paying off as we are reporting 1,907 participating pharmacies across all local networks!



Payer Engagement

We continue act as an ice-breaker out there, **paving a new path in previously unexplored – but essential for sustainability – areas of services opportunity for pharmacy.** Whether it is the pharmacy staff being trained as community health workers, or patient coaches, or patient navigators, or building in weight loss and nutrition offerings, or Medication Assisted Treatment supports for opioid abuse, or Diabetes Prevention Program efforts, or joint contracting with Direct Primary Care, or facilitating Chronic Care Management operations and billing, or Community Pharmacy Care Management, or laboratory screenings or even social determinants screening, the good news is that we continue to make headway in penetrating the medical and population management side of the healthcare system.

The bad news is that starting new programs is much easier and scale-able than established services with conventional protocols, payment operation.

We continue to be blessed with more payer engagement opportunities than our CPESN USA staff can help the networks handle all at once. This is a "high class problem" and don't take my comments as complaining, but rather an explanation of why some of the networks are not yet rolling at full speed. We are making progress as a group!

It is requiring a bit of patience on your part since none of the engagements are for all 46 networks, and they likely won't be for a very long time. Much of this is owed to lack of convention. Medical plans have never really contracted with pharmacies for services (*that's always gone through their contractors called PBMs*) and the medical benefit/plan is typically a state level organization or smaller, **so it's more often the case that 25-35 networks have many similar, but not exactly the same, conversations going on.** That's how it works in the medical world – there are no nationwide contacts.

The reason I bring this up is that **we had a great example of a network reach out to us last week with frustration** about not having any payer engagements and struggling to get to Network Adequacy. So, we rolled up our sleeves and put together a 3-pronged plan to get things rolling. We need this feedback. Don't hesitate to encourage your network leadership to group or re-group and work with us to make a push. (If you want a list of email addresses for your local network leaders, [click here.](#)) **Most of the networks are well on their way now.**

I'm confident that every single network can get multiple payer engagements going regardless of their size (though having Network Adequacy is an enormous help).

We will continue to make every effort to begin to "scale" these engagements and produce better cross pollination and training for your network leadership so they can fish successfully for payers, purchasers, and partners. We're getting better at it as a collective with every passing day.



Quality

eCare Plan Educational Sessions

If you missed last week's eCare Plan educational sessions, we have more sessions planned for this week. Mark your calendar for one of the informational webinars below.

- **Wednesday, November 14th at 7:30 a.m. EST**; Click [here](#) to register
- **Thursday, November 15th at 8:30 p.m. EST**; Click [here](#) to register

Chronic Care Management

Our Chronic Care Management (CCM) Playbook is now available. If you don't know what CCM is and/or need to understand how to use the CCM Playbook, please sign up for the CCM Office Hours webinar. This webinar is held monthly on the third Thursday of each month. **The next webinar will be held this Thursday, November 15th at 3 p.m. EST.**

Click [here](#) for one-time registration to CCM Office Hours.



Marketing

In the News

Towncrest Pharmacy, a CPESN Iowa pharmacy based in Iowa City, Iowa, was featured in a November 1, 2018 online video and newsroom article by *Pharmacy Times*. Watch it [here](#).

RxClinic Pharmacy, a Mutual CPESN participating pharmacy in Charlotte, N.C., was featured in a *Pharmacy Today* article by Loren Bonner. The article on Chronic Care Management appears in the November 2018 edition and also quotes Cody Clifton, PharmD, CPESN USA coordinator of quality assurance and best practices. Click [here](#) to read the full article.

Click the button below to access all of the CPESN pharmacies in the news!

[Newsroom](#)

Changes to our Communications Cadence

Workflow Wednesdays are coming to CPESN Networks! They'll start on **Wednesday, November 19th**. *Mark your calendar!*

With the addition of Workflow Wednesdays, we will be changing our regular cadence of communications to all participating pharmacies. Starting this week, CPESN U will move from Thursdays to Wednesdays and will alternate every other week with Workflow Wednesdays.

The Sunday Update will continue to be distributed weekly on, you guessed it, Sunday. You can [email Jay Williams](#) if you have any questions.

Thanks for being a participating pharmacy. Have a great week!



Sincerely,

A handwritten signature in black ink, appearing to read 'Troy Trygstad'.

Troy Trygstad
Executive Director

For more information on CPESN®
Networks, visit www.CPESN.com



