

# MEVESI TESTIMONIAL: ElderCare Pharmacy

## Interview with Rusty Lee, Senior Vice President of Ancillary Services

Mevesi Business Intelligence provides a comprehensive solution for simplifying and understanding your pharmacy's data sources. ElderCare Pharmacy, a Georgia based organization, was in need of a one-source system/software to access their data from multiple systems. Since implementation, ElderCare has put Mevesi to work to consolidate multiple data sets from a variety of platforms to enhance financial operations, identify areas for continued development, and improve patient care.

### WHY USE BUSINESS INTELLIGENCE AND ANALYTICS IN YOUR LTC PHARMACY?

"Simply put- we need it," said Rusty Lee, Senior Vice President of Ancillary Services at ElderCare Pharmacy. "In less than five minutes you can build a dashboard that shows the exact data you want to see across all systems of your service delivery model. From that dashboard, you can drill down based on multiple data sets and locations. The level of detail it allows you to see is amazing. This tool allows us to identify anything that could be slowing our productivity or financial progress. We have identified new avenues of potential revenue and productivity. Before Mevesi, running analytics would take a minimum of 2 to 2 ½ hours for one specific area."

### WHY CHOOSE MEVESI AS YOUR SOLUTION OF CHOICE?

"I've looked at the competition," said Lee. "Not everyone understands customer service. You guys understand it and that is the biggest differentiator. You take time with the customer to gain an understanding of their needs. We all have similarities and differences in our business models. I've told multiple people, I don't know what I'd do without Mevesi. I can get the data I need within five minutes of a question being posed. Once you have a tool like this, you don't want to be without it."

### HOW DOES MEVESI HELP IN YOUR DAY-TO-DAY OPERATIONS?

"Okay, so they've got this thing called performance scorecard and it's off the shelf, right out of the box," said Lee. "From a view perspective you can look at data - daily, weekly, monthly, quarterly, or annually. You can export it to Excel or PDF, which is how I send out my mid-month financial information. It breaks down your operations by Rx revenue, new business, organic growth, and existing business. But it's not limited to those categories. You name it and Mevesi can help you identify it."

"For example, I can look at new business, which is when a new patient comes into a center, and view the orders associated with them on the day of admission. I can then set up a scorecard to track just one patient, or a group, whatever I want based on all of the data. Being able to track this data and use it to improve our operations is incredibly valuable."

# Mevesi®

### PHARMACY STATISTICS

**PMS:** PrimeCare & ComputerRx

**Beds Served:** 7,200

**Markets:** LTC, DME, Retail, Compounding

**Founded:** 1988

**Other Integra**

**Products:** DocuTrack, DeliveryTrack, ICF, eRx, Direct Print

*"I've told multiple people, I don't know what I'd do without Mevesi BI. By using Mevesi, I can get the data analytics I need within 5 minutes of a question being posed. Once you have a tool like this, you don't want to be without it."*

Rusty Lee, Senior Vice President of Ancillary Services – ElderCare



## HOW DID MEVESI HELP YOU WITH YOUR COMPLIANCE ON REFILLS?

“As we converted from bingo cards to strip packaging, I was able to demonstrate the impact as it relates to the return on investment we made with TCGRx,” said Lee. “Anybody that we talked to, as we put together a project charter, knew that they were picking up more refills, but certainly appreciated a more accurate count.”

“With Mevesi analytics, you can build your dashboard within a few minutes. Your customer’s refill compliance ratio is visible for all pharmacy locations and from all dispensing systems. It’s impressive. I can go back two years and see where we were and look at where we are now - all in real-time.”

## HOW DOES MEVESI HELP YOU DISCOVER ABNORMALITIES OR REDUCED MARGINS?

“Where it helps me is it allows me to very quickly look at all of our negative margins as well as our positive margins,” said Lee. “For example, you may think you are making \$100 on an item but you’re really only making \$10, because something is off in one of the other systems. If it’s something you are dispensing 60 times a day, 30 times a month, that’s a huge problem. Mevesi helps to identify, quickly and easily, unpaid charges from any of our dispensing systems. This reporting capability generates quicker than our previous process and saves on workforce labor.”

“With Mevesi, I can provide our billing department with the tools they need to identify and correct inaccuracies and to reduce delays in our reimbursement. It helps them to know exactly what to look for and speed up the process. Instead of accessing five different systems to run the same report, Mevesi pulls all of it into one viewable space.”

## CAN MEVESI HELP IDENTIFY TRENDS?

“By using the Revenue Summary, I can see revenue per business day, per patient, per physician, and per Rx all in one table view,” said Lee. “The Operation Summary allows me to view by day, week, or month. It provides total prescriptions, total patients, and total physicians. It’s a review of your operations - daily averages for prescriptions, patients, physicians - it is a tremendous amount of information. You can also trend your contribution margin per patient, by contribution margin percent. It certainly helps us to identify trends.”

“Now, where it gets really impressive is the way that you can customize these score cards or dashboards. I’ve got scorecards created for all of our primary payers - Humana, Medicaid, Optum, Caremark, Express Scripts - so now when I’m looking for trends, I can carve out payers for a more concentrated view. There are nice graphs and charts that we utilize in our financial summaries to show, in a clearly visible way, how our reimbursement model changes month-to-month. It also helps demonstrate how our revenue, admissions, and volume varies day to day.”

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Rusty Lee, Senior Vice President of Ancillary Services – ElderCare

*“You can very easily articulate the mechanics inside a pharmacy with Mevesi in minutes.”*

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