

WAY 20

Audit Prevention Services by CAPS

Experienced CAPS audit Assistance Specialists provide Independent Pharmacies with comprehensive, step-by-step audit services throughout the entire process.

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**Comprehensive
Audit
Prevention
Services, L.L.C.**

Company Background

As a wholly owned subsidiary of APCI (American Pharmacy Cooperative, Inc.), a 1200 member independent pharmacy co-op, CAPS was created to provide community pharmacy with the knowledge, tools and representation to understand the audit process and provide knowledgeable assistance during a third party audit. In addition, the CAPS organization recognizes the importance of implementing strong educational programs, audit prevention training, a monitored help / information desk and the development and maintenance of a library of manuals, guides, training material and industry resources. As a strategic partner with one of the largest independent pharmacy co-ops in the country, CAPS benefits from legislative support, a managed care division and over 30 years of experience in the community pharmacy arena to provide clients with the most comprehensive understanding of the audit.

Product Overview

CAPS provides a comprehensive approach to independent pharmacy's need for reliable assistance with third party audits and audit prevention training. Step-by-step assistance is provided to pharmacies encountering audits. Everything from on-call phone counseling, correspondence drafting and claims review/appeals to on-site assistance is managed by a CAPS Audit Assistance Specialist, as part of the most complete program in the industry.

CAPS believes it is vital to educate pharmacy owners and staff in audit prevention skills to prevent future encounters with large third party organization's audit departments or outsourced agencies. In the event of an audit, CAPS provides assistance from the beginning to the conclusion of the process. Definitions and explanations of the audit, as well as audit rights and responsibilities of both the pharmacy and the auditor will be thoroughly explained by a CAPS representative. The pharmacy will be assisted in the preparation for the audit, locating/compiling necessary documentation, developing checklists and log sheets, mediating with third party auditors, reviewing claims and coordinating and drafting necessary disputes or appeals correspondence.

A pharmacy audit is a stressful, confusing experience, made more daunting by a third party audit department's evasive and often times intimidating tactics. Why attempt to navigate this maze alone when CAPS is able to provide the professional, knowledgeable assistance to take the guesswork and fear out of the audit process.

Client Services Include

■ Comprehensive Audit Prevention Services Client Services Include

Monthly Newsletter: The Monthly Maze Newsletter will include relevant and contemporary articles about information impacting pharmacy audits.

Pharmacy Manual: The manual will provide necessary information to the pharmacy to prepare, educate and provide references to assist in preventing pharmacy audits and mitigate the potential recoveries by PBMs and processors.

Rescheduling Service: There are times when the dates or deadlines are inconvenient or interfere with the pharmacy's operations and even unplanned occurrences in the pharmacy.

Audit Specialist and Consultation Line: A toll free phone number has been provided for your convenience, (855) RxAudit (855-792-8347).

■ Audit Report Review

Pharmacy Training and Education: Based on data compiled from a member pharmacy's audit experience, CAPS will offer training suggestions to the pharmacy to prevent future problems with audits.

Pharmacy Advice and Audit Assistance: All member pharmacies have access to an Audit Specialist who will give advice and assistance for all aspect of an audit and training.

Mediation with Third Party Auditors: Don't know what to say or ask for when dealing with a third party payor during an audit? CAPS' experience knows what to ask and how to say it on your behalf. We can represent you during communications related to your audit.

Testimonials

"CAPS saved me 100% of my \$7,000.00+ audit claim. This was not my first audit, but this was the first time that I was able to dispute the claim and see the findings resolved totally in my favor."

— Jerry Duren, D.Ph., Owner, Duren Health Mart Pharmacy

"We joined CAPS right before a third party audit. The adjuster attempted to recover \$4,400.00 in claims, but through CAPS knowledge and efforts, I only had to pay \$200!!! Thanks for being a very needed resource for members that don't have time for audit hassles."

— Teri Anders, Rock Creek Pharmacy