



## Case Study

# Polaris Pharmacy Services Optimizes MHA Solutions to Help Fuel Expansion

The expansion of Polaris Pharmacy Services from a single long-term care pharmacy in 2015 to twenty-two locations in 2023 has been a remarkable journey. It is a journey in which partnering with Managed Health Care Associates, Inc. (MHA) since inception and leveraging end-to-end offerings within the MHA membership has been a key component of their growth trajectory. Polaris' robust, whole-house approach in utilizing MHA's GPO for purchasing pharmaceuticals, supplies, and food, to the Reimbursement Network, to reconciliation and revenue optimization solutions and consultation, has helped them to achieve significant gains, enabling the reinvestment in its growth initiatives — including breaking into a new class of trade, specialty pharmacy as well as community living/rehab facilities.

### Challenge:

With an aggressive growth vision, Polaris needed to find ways to improve cash flow to fund expansion while still balancing quality patient care. Navigating intricacies of Medicare Part D claims and ensuring optimal reimbursement presents substantial drains on time and financial resources. Additionally, without efficiently managing the growing number of contracts and becoming eligible with pharmaceutical vendors, nutritional product vendors, PBMs, pharmacy licenses, and contract linkages, there is risk of cost implications and operational complexities.

### Approach:

In order to service thousands of patients across multiple states, Polaris leverages all aspects of MHA's array of offerings, starting at the heart with the dedicated expertise of their MHA Account Executive.

#### 1. GPO Optimization

Serving as a trusted advisor, the MHA Account Executive is deeply immersed into purchasing patterns, drug trends, and contract opportunities and proactively informs Polaris of actions that could provide financial or operational advantages. After evaluating the opportunities, Polaris is empowered to make the best possible decisions for their pharmacies and their patients.

### Results:

Polaris is optimizing their use of MHA GPO contracts for cost savings and increased procurement flexibility. Compared to the MHA member average, Polaris:

Utilizes  
**80% more**  
unique contracted  
pharmaceutical vendors

Purchases  
**475% more**  
unique NDCs through  
MHA contracts

Utilizes  
**400% more**  
unique contracted vendors  
for medical and business  
products and services

From a long-term care community perspective, Polaris utilizes Navigator Group Purchasing, Inc., MHA's Senior Living division, which is the largest GPO focused on senior living communities. Members can save by accessing over 250 vendors along with the buying power of the \$30 billion contracted culinary procurement programs available through Navigator and Foodbuy.

Additionally, Polaris increases their footprint by leveraging relationships fostered by Navigator. Building synergies across MHA enables Polaris to match pharmacy locations with opportunities to service care communities in that area.

For more information visit [www.mhainc.com](http://www.mhainc.com) or scan the QR code.



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### 2. Network and Reimbursement Optimization

Participation in the exclusive MHA LTC Reimbursement Network, the largest Medicare Part D long-term care pharmacy network in the country, has also provided significant value for Polaris. However, it's not only the size and scope that fuel MHA's negotiating power. Because MHA is uniquely able to demonstrate to PBMs and health plans that member pharmacies in the network positively influence health outcomes and lower costs, reimbursement rates are contracted to reflect the superior value and services provided by MHA network members.

#### Results:

- Polaris reports an incremental **increase of 1.3% gross margin** through the MHA LTC Reimbursement Network. With the high volume of claims, Polaris' CEO, David Rombro, says this percentage increase represents a significant increase in reimbursement.
- Polaris safeguards its reimbursement revenue by leveraging Net-Rx™, an MHA Solution. Through the comprehensive reporting capabilities of Net-Rx, Polaris has successfully identified potential **recoveries of up to \$20,000 per month**. Combining Net-Rx's proprietary software, advanced analytics, with a dedicated reimbursement analyst, Polaris is able to detect and rectify billing and reconciliation issues while focusing on crucial performance metrics to enhance profitability.
- Polaris optimizes payer-side revenue by participating in MHA's Comprehensive Medication Review (CMR) Program. By performing reviews for eligible patients during admission, in-stay and/or during transitions of care for specific covered beneficiaries, they can earn additional compensation for work already being done.

#### "Both sides bring value"

The [Reimbursement Network] drives significant amount of savings, could be even more than the GPO. But both sides bring value." – David Rombro

### 3. Operational Efficiency

Whether the expansion stems from starting a brand-new pharmacy location, expanding a pharmacy, or acquiring an existing pharmacy, there is an abundance of logistics and paperwork where timeliness is key from a business and compliance perspective. Relying on the MHA Team to guide the process and apply best practices has been of great value to Polaris, alleviating risk of missing a step and **saving time for the busy pharmacy staff**.

A few of the MHA support areas include:

- New DEA
- New licenses
- New wholesaler account number
- Name change support
- Contract linkages and loading
- Electronic Funds Transfer (EFT) support
- Change of address
- Network onboarding
- Network claim rejections and support
- Vendor eligibility

#### We are

**50% a pharmacy company**  
**40% a data company**  
**10% a logistics company**

David Rombro, RPh  
Chief Executive Officer,  
Polaris Pharmacy Services

### Polaris delivers post-acute, long-term care, and specialty pharmacy services across 17 states

The exponential growth from a single long-term care pharmacy to a network of twenty-two locations servicing facilities and residents spanning seventeen states, is a testament to the strategic vision of Polaris and the indispensable support and solutions provided by MHA.

**Join the proven majority of LTC pharmacies across the nation that experience MHA-driven value.**

**Contact us today to find out how our end-to-end solutions can help your pharmacy.**

