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From the college

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Dear Friends:



This is a review of the history and activities of the [Pharmacy Management Consultants](#) unit of the OU College of Pharmacy. Pharmacy Management Consultants (PMC) was formed in the mid-90s to encompass the consulting and service activities of the pharmacy administration faculty that are focused upon ambulatory pharmacy. Initially, the PMC activities were with the [Oklahoma State and Education Employee Group Insurance Board's](#) (OSEEGIB) pharmacy benefit option. OSEEGIB is also referred to as the State Insurance Board and the program is named HealthChoice. Over the years the PMC activities have continued with SIB and significantly increased with the addition of the [Oklahoma Health Care](#)

[Authority's](#) Medicaid pharmacy program.

The SIB relationship began in January 1989 when I assisted SIB in implementing their first 'Pharmacy card' program and continues, with my SIB pharmacy consultant duties. In 1991 HealthChoice was the first pharmacy benefit program to require a network pharmacy claim to be an on-line transaction. In the mid-90s, the program was one-of-the-first to implement a generic-level coverage policy. On January 1, 2003 HealthChoice again was an industry leader in implementing a two-tier variable copayment schedule that is based on preferred/non preferred medications and varies by the cost of the medication.

The [HealthChoice](#) program is unusual in that it allows up to 100 units per copayment (three month supply). The three month supply and mandatory generic coverage options provide the program cost containment strategies that are generally associated with a mail order pharmacy. As such, the HealthChoice program, through pharmacy benefit design, is able to achieve the benefits of mail order cost containment strategies and allows the recipients to obtain their prescriptions from their local Oklahoma community pharmacy.

The Oklahoma Medicaid relationship began in January 1993 when I was asked to provide the Department of Human Service a "Turn-key" Drug Utilization Review program that was compliant with OBRA requirements. This small beginning has grown to an OHCA-College of Pharmacy relationship that is the largest in the country. Within this relationship the service that interfaces with the greatest number of Oklahoma pharmacists is the Medicaid Pharmacy Help desk that is staffed by College of Pharmacy personnel. This Help Desk assists pharmacists to identify and resolve eligibility, medication coverage, Product Based Prior Authorization and claim processing issues. The Help Desk is open seven days a week and in January 2003 the call volume was over 23,000 calls. We have received numerous compliments from pharmacists that a person answers their calls promptly and their issue is generally resolved during the call.

PMC is also contracted by OHCA to administer its Product Based Prior Authorization program which is based on less costly therapeutically equivalent medications being available in Tier One and more costly therapeutically equivalent medications in Tier Two that require a prior authorization based on medical necessity to be covered by the program. Other Medicaid cost containment initiatives administer by PMC are: 1) The mandatory generic program supported by a State Maximum Allowable Cost (SMAC) program; 2) Retrospective Drug Utilization Review supported by an integrated medical-pharmacy claims database, drug-to-drug and drug-to-disease software program and provider correspondence; and 3) Clinical review of medication utilization to develop and recommend program policies to achieve appropriate and optimum usage.

The SIB and OHCA Medicaid programs involve over 7.3 million ambulatory pharmacy claims and over \$500 million in pharmacy reimbursement annually. The mission of PMC is to promote cost containment and/or cost effective initiatives



within a pharmacy benefits program that achieves optimum usage of medication through the services of the community pharmacist. Research by the pharmacy administration faculty has found that pharmacists can have a cost saving impact of 30 percent through therapy management. Through the services provided by and the skills of the PMC staff, pharmacy students are exposed to manage care pharmacy through student pharmacist work opportunities, rotations and residency. Graduate students have opportunities to conduct research projects in the area of pharmaceutical market research, pharmacy benefit design, therapy management and optimization of medication usage.

I appreciate this opportunity to provide some insight into how this College unit is incorporating resources to use the skills of College personnel to assist sister-state agencies with their pharmacy programs for the benefit of the profession of pharmacy.

Sincerely,

Elgene W. Jacobs, Ph.D.
Research Manager/Associate Professor
Department of Pharmacy Practice: Clinical and Administrative Sciences

College News

▪ Faculty Recognized for Quality of Anticoagulation Services

The University of Oklahoma College of Pharmacy has been recognized for excellence in the area of anticoagulation care. The Pharmacotherapy Clinic at the Family Medicine Center was awarded Excellence in Anticoagulation Management by Roche Diagnostics. Only 38 of 10,000 anticoagulation clinics in the USA have quality standards sufficient to meet the requirements for this award. There are only 12 clinics west of the Mississippi that meet these standards. This clinic is staffed by faculty members, [Dawn E. Havrda](#), Pharm.D., BCPS, and [Toni Ripley](#), Pharm.D., BCPS with support by other ambulatory care faculty, residents, students, and staff.

In addition to this significant accomplishment for the Oklahoma City area, the anticoagulation clinic at Integris Pro-Health Plaza, staffed by [Susan Fugate](#), Pharm.D., BCPS, has also won the same award to be presented on May 1, 2003. Congratulations to Dr. Fugate and the supporting staff at Integris Medical Center for winning this award.

Alumni News

▪ Kasey Thompson ('99) Promoted

Kasey reports that he was recently promoted to Director of the Practice Standards and Quality Division of the American Society of Health-System Pharmacists in Bethesda, Maryland. Congratulations Kasey!

Friends and classmates can communicate with him via email at kthompson@ashp.org

▪ Email Update From Robby Whiteley ('76)

Robby reports that he is living in Morrisville, North Carolina. Friends and classmates can email him at robbyw0304@yahoo.com.

▪ **News Update from Sylvia Ferrara ('98)**

Sylvia is still living in Colorado and still working for Walgreens. Ed and Sylvia have a son that is now 20 months old. His name is Eddy Jr.

Friends and classmates can email her at ferrara3@msn.com.

▪ **Email Update from Wesley Cox ('88)**

Wesley reports that he is currently living in Shawnee and working in McLoud, Oklahoma. Friends and classmates can contact him via email at Kickapoorx@msn.com

OUPharmTech News

▪ **Usability.gov : Improving Communication of Cancer Research**

Usability.gov is designed to provide current and accurate information on how to make health-related information Web sites and other user interfaces more usable, accessible, and useful.

This site also links to a variety of quality Web sites and resources on usability, accessibility, and related topics that exist in the field.

Job Openings

The University of Oklahoma College of Pharmacy, Oklahoma City

- Pharmacy Support Services Rep. I
- Nuclear Staff Pharmacist
- Clinical Assistant Professor

The University of Oklahoma College of Pharmacy, Schusterman Center, Tulsa

- Clinical Assistant Professor
- Clinical Assistant Professor

Eckerd Drug Company

- Pharmacist

Wal-Mart Stores, Inc

- Staff Pharmacist and/or Assistant Pharmacy Manager
- Staff Pharmacist