

**PREMIER PHARMACY CARE**  
**ARKANSAS DEPARTMENT OF HUMAN SERVICES**  
**PHARMACY SERVICES 710-25-024**  
**COPY**



# PREMIER PHARMACY CARE

Arkansas Department  
Of Human Services  
**Pharmacy Services**  
**710-25-024**

**Proposal by:**  
**Travis Ezell**

(870) 405-7041

[tezell@ppcsherwood.com](mailto:tezell@ppcsherwood.com)

## Technical Proposal Packet 710-25-024

### Table of Contents

- A. Response Signature Page
- B. Agreement and Compliance Page
- C. Contract Grant and Disclosure Form (EO 98-04)
- D. Premier's EEO Policy
- E. Proposed Subcontractors Form
- F. Combined Certifications Form
- G. Client History
- H. Premier's Pharmacy License
- I. Certificate of Good Standing
- J. VPAT
- K. Response to the Information for Evaluation


## RESPONSE SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION					
Company:	Premier Pharmacy Care, LLC				
Address:	760 Michaela Drive				
City:	North Little Rock	State:	AR	Zip Code:	72117
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit				
Minority and Women Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned				
	<input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American				
	AR Certification #: _____ * See <i>Minority and Women-Owned Business Policy</i>				
PROSPECTIVE CONTRACTOR CONTACT INFORMATION					
<i>Provide contact information to be used for solicitation related matters.</i>					
Contact Person:	Travis Ezell	Title:	Chief Operating Officer		
Phone:	501-992-1006	Alternate Phone:	870-405-7041		
Email:	tezell@ppcsherwood.com				
CONFIRMATION OF REDACTED COPY					
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.  <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.</i>					
COMBINED CERTIFICATIONS FORM					
Prospective Contractor has included, in this submission packet, the signed Attachment H-Combined Certifications for Contracting with the State of Arkansas.					

**An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Solicitation* may cause the Prospective Contractor's response to be rejected.

Authorized Signature:  Title: Chief Operating Officer

Printed/Typed Name: Travis Ezell, Pharm.D. Date: 11/18/2024

## STATEMENT OF ATTESTATION

Within six (6) months of the contract start date, the Contractor must have a computer system in place that will interface with each Division's electronic health records, that is readily available and capable of providing and maintaining medication profiles on every individual client for medical staff.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in section 2.4.D of the bid solicitation.

Authorized Signature: 

Printed/Typed Name: Travis Ezell, Pharm.D. Date: 11/18/2024

## SECTIONS 1 – 4: VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation.

Authorized Signature: Travis Ezell

Printed/Typed Name: Travis Ezell, Pharm.D. Date: 11/18/2024

Contract Number \_\_\_\_\_  
Attachment Number \_\_\_\_\_  
Action Number \_\_\_\_\_  
Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.  
SUBCONTRACTOR NAME: \_\_\_\_\_

**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

☐ Yes ☒ No

TAXPAYER ID NAME: Premier Pharmacy Care, LLC  
YOUR LAST NAME: Ezell  
ADDRESS: 760 Michaela Drive  
CITY: North Little Rock  
STATE: AR ZIP CODE: 72117 COUNTRY: USA  
FIRST NAME: Travis  
M.I.: S  
IS THIS FOR: ☐ Goods? ☐ Services? ☒ Both? ☐

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**

**F O R I N D I V I D U A L S \***

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	Relation
	Current	Former		From MM/YY	To MM/YY		
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☐ None of the above applies

**F O R A N E N T I T Y ( B U S I N E S S ) \***

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%) Position of Control
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☒ None of the above applies

Contract Number \_\_\_\_\_  
Attachment Number \_\_\_\_\_  
Action Number \_\_\_\_\_

## Contract and Grant Disclosure and Certification Form

**Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.**

**As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:**

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

**I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.**

Signature Travis Ezell Title Chief Operating Officer Date 11/18/2024

Vendor Contact Person Travis Ezell, Pharm.D. Title Chief Operating Officer Phone No. (501) 992-1006

Agency use only

Agency Number 0710 Agency Name Department of Human Services

Agency Contact Person \_\_\_\_\_ Agency Contact Phone No. \_\_\_\_\_

Agency Contract or Grant No. \_\_\_\_\_

EEO STATEMENT

This Handbook was established to provide employees with pertinent information, rules and guidance about this pharmacy and its management. Therefore, we have adopted the following policy:

This pharmacy will operate in accordance with the Civil Rights Act, which forbids discrimination on account of race, color, religion, sex, age, national origin, disability, genetic predisposition, protected veteran status, sexual orientation, gender identity or any other characteristic protected by federal, state or local laws. This means that all of the areas of our pharmacy will be available to all employees on a non-discriminatory basis.

We expect complete cooperation from all employees and look to each employee to do their part in helping to keep the pharmacy in compliance with this policy and the Civil Rights Act.

## PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

*Type or Print the following information*

Subcontractor's Company Name	Street Address	City, State, ZIP
Mallard Medical Equipment	1600 West Park Dr Ste 2	Little Rock, AR 72205

☐ **PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**



## Department of Transformation and Shared Services

Governor Sarah Huckabee Sanders

Secretary Leslie Fisk

### COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- 1. Israel Boycott Restriction:** For contracts valued at \$1,000 or greater.  
A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- 2. Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater.  
No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- 3. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:** For contracts valued at \$75,000 or greater.  
A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.
- 4. Scrutinized Company Restriction:** Required with bid or proposal submission.  
A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: 710-25-024 Description: Pharmacy Services

Agency Name: Department of Human Services, Division of Aging, Adult, and Behavioral Health Services and Division of Youth Services

Vendor Number: 100213421 Vendor Name: Premier Pharmacy Care, LLC

Leslie Fisk  
Vendor Signature

11/18/2024  
Date

## Attachment I

### Pharmacy Services Client History Form

*Instructions:* This form is intended to help the State gain a more complete understanding of each Respondent's experience. This form **must** be complete and accurate.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients. All applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this RFP, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required to) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the *Response Signature Page*.

1. Please list clients where you (the prime contractor only) **served as the prime contractor** for dispensing pharmaceuticals in similar surroundings (Nursing Homes, Residential Care, etc.). Please include the following: name(s) of facility, address of facility, brief overview of the facility including census at the time services were provided, type of facility, duration of services, and description of services provided. If there are no contracts which meet this definition, please state "none."

See Attachment: Client History Form

## Client History Form

### **Alcoa Pines Health and Rehabilitation**

3300 Alcoa Road Benton, Arkansas 72015

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 120
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Amberwood Health and Rehabilitation**

6420 Alcoa Road Benton, Arkansas 72015

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 101
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Arbor Oaks Healthcare and Rehabilitation Center**

105 Russellville Road Malvern, Arkansas 72104

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 104
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 6 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Atkins Nursing and Rehabilitation Center**

605 Northwest 7<sup>th</sup> Street Atkins, Arkansas 72823

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 90
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Bailey Creek Health and Rehab**

1621 East 42<sup>nd</sup> Street Texarkana, Arkansas 71854

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 115
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 7 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Beebe Retirement Center, Inc.**

709 McAfee Drive Beebe, Arkansas 72012-0820

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 105
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**The Green House Cottages of Belle Meade**

2200 Chateau Boulevard Paragould, Arkansas 72450

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 167
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Belle View Estates Rehabilitation and Care Center**

1052 Old Warren Road Monticello, Arkansas 71655

1. Overview: A skilled nursing facility servicing their community.
2. Current Census 80
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Belvedere Nursing and Rehab**

2600 Park Avenue Hot Springs, Arkansas 71901

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 110
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 7 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Bentley Rehabilitation and Health Center**

1100 East 36<sup>th</sup> Street Texarkana, Arkansas 71854

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 111
3. Type of Facility: Skilled Nursing Center
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Briarwood Nursing and Rehabilitation Center, Inc.**

516 So Rodney Parham Road Little Rock, Arkansas 72205

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 120
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Brookridge Cove Rehabilitation and Care Center**

1000 Brookridge Lane Morrilton, Arkansas 72110

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 118
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 6 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Cabot Health and Rehab, LLC**

200 Northport Drive Cabot, Arkansas 72023

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 89
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 7 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Chambers Nursing Home Centers, Inc.**

1001 East Park Street Carlisle, Arkansas 72024

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 90
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Chapel Woods Health and Rehabilitation**

1440 East Church Warren, Arkansas 71671

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 140
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Colonel Glenn Health and Rehab**

13700 David O Dodd Road Little Rock, Arkansas 72210

1. Overview: A skilled nursing facility servicing their community.
2. Current Census:
3. Facility Type: Skilled Nursing Facility
4. Duration of Contact: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Conway Healthcare and Rehabilitation Center**

2603 Dave Ward Drive Conway, Arkansas 72032

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 105
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Corning Therapy and Living Center**

831 North Missouri Corning, Arkansas 72422-7187

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 84
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **The Crossing at Riverside Health and Rehabilitation**

2500 East Moore Avenue Searcy, Arkansas 72143-4750

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 138
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Dardanelle Nursing and Rehabilitation Center**

2199 State Highway 7 North Dardanelle, Arkansas 72834

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 110
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Des Arc Nursing and Rehabilitation Center**

2216 West Main Street Des Arc, Arkansas 72040

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 98
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 6 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Encore Healthcare and Rehabilitation**

1820 West Moline Malvern, Arkansas 72104-2037

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 95
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Encore Healthcare and Rehabilitation at West Little Rock**

12111 Hinson Road Little Rock, Arkansas 72212

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 97
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Evergreen Living Center at Stagecoach**

6907 Highway 5 North Bryant, Arkansas 72022-7902

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 116
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Nursing and Rehabilitation Center at Good Shepherd, LLC**

3001 Aldersgate Road Little Rock, Arkansas 72205

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 120
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Greenbrier Nursing and Rehabilitation Center**

#16 Wilson Farm Road Greenbrier, Arkansas 72058

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 87
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Greystone Nursing and Rehab, LLC**

121 Spring Valley Road Cabot, Arkansas 72023

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 80
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Heartland Rehabilitation and Care Center**

19701 Interstate 30 Benton, Arkansas 72015

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 119
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 7 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Heather Manor Nursing and Rehabilitation Center**

400 West 23<sup>rd</sup> Street Hope, Arkansas 71801

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 128
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Heritage Living Center**

1175 Morningside Drive Conway, Arkansas 72034-3647

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 140
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 6 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Heritage Square Healthcare Center**

710 N. Ruddle Road Blytheville, AR 72316-0687

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 86
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Hickory Heights Health and Rehab, LLC**

#3 Chenal Heights Dr. Little Rock, Arkansas 72223

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 120
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Highland Court, A Rehabilitation and Resident Care Facility**

942 Highway 65 North Marshall, Arkansas 72650

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 78
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Johnson County Health and Rehab, LLC**

1451 East Poplar Street Clarksville, Arkansas 72830

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 120
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Lake Hamilton Health and Rehab**

120 Pittman Road Hot Springs, Arkansas 71913

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 84
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract:
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **The Lakes at Maumelle Health and Rehabilitation**

103 Alexandria Drive Maumelle, Arkansas 72113-6571

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 70
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 6 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Lake Village Rehabilitation and Care Center**

903 Borgognoni Drive Lake Village, Arkansas 71653

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 102
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Lakeside Health and Rehab**

1207 Willow Run Road Lake City, Arkansas 72437-0578

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 85
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Lakewood Health and Rehab, LLC**

2323 McCain Boulevard Little Rock, Arkansas 72116

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 85
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Legacy Heights Nursing and Rehab, LLC**

900 West 12<sup>th</sup> Street Russellville, Arkansas 72801

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 122
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Lonoke Health and Rehab Center, LLC**

1501 Lincoln Street Lonoke, Arkansas 72086

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 80
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Mountain Meadows Health and Rehabilitation**

1680 Batesville Boulevard Batesville, Arkansas 72501-7893

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 110
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Oak Ridge Nursing Home**

501 Hudson Street El Dorado, Arkansas 71730

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 180
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Ouachita Nursing and Rehabilitation Center**

1411 Country Club Road Camden, Arkansas 71701

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 142
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Perry County Nursing and Rehabilitation Center**

1321 Scenic Dr. Perryville, Arkansas 72126

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 95
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **The Pines Nursing and Rehabilitation Center**

524 Carpenter Dam Road Hot Springs, Arkansas 71901

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 70
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Pioneer Therapy and Living**

1506 East Main Street Melbourne, Arkansas 72556-9315

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 86
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Pocahontas Healthcare and Rehabilitation Center**

105 Country Club Road Pocahontas, Arkansas 72455

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 97
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **The Greenhouse Cottages of Poplar Grove**

7801 Kanis Road Little Rock, Arkansas 72204

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 118
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Quapaw Care and Rehabilitation Center, LLC**

138 Brighton Terrace Hot Springs, Arkansas 71913

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 126
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Randolph County Nursing Home**

500 Camp Road Pocahontas, Arkansas 72455

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 140
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Rector Nursing and Rehab**

1023 Highway 119 Rector, Arkansas 72461-8074

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 70
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 7 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Ridgecrest Health and Rehabilitation**

5504 East Johnson Avenue Jonesboro, Arkansas 72401-8520

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 135
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **River Ridge Rehabilitation and Care Center**

1100 East Martin Drive Wynne, Arkansas 72396

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 100
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Robinson Nursing and Rehabilitation Center, LLC**

519 Donovan Briley Boulevard North Little Rock, Arkansas 72118

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 110
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Russellville Nursing and Rehabilitation Center**

215 South Portland Avenue Russellville, Arkansas 72801

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 100
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**St. Elizabeth's Place**

3010 Middlefield Drive Jonesboro, Arkansas 72401-7428

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 110
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**St. John's Place of Arkansas, LLC**

1400 Highway 79/167 Bypass Fordyce, Arkansas 71742

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 126
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Salem Place Nursing and Rehabilitation Center, Inc.**

2401 Christina Lane Conway, Arkansas 72034

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 121
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Sheridan Nursing and Rehab Center**

113 South Briarwood Drive Sheridan, Arkansas 72150

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 121
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Sherwood Nursing & Rehabilitation Center, Inc.**

245 Indian Bay Drive Sherwood, Arkansas 72120

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 98
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Silver Oaks Health and Rehabilitation**

1875 Old Wire Road Camden, Arkansas 71701-6080

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 104
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**The Greenhouse Cottages of Southern Hills**

701 South Main Street Rison, Arkansas 71665

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 75
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 6 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Southern Trace Rehabilitation and Care Center**

22545 Interstate 30 Bryant, Arkansas 72022

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 116
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Southridge Village Nursing and Rehab**

400 Southridge Parkway Heber Springs, Arkansas 72543-8855

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 122
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Spring Creek Health & Rehab**

804 North 2<sup>nd</sup> Street Cabot, Arkansas 72023-2548

1. Overview: A skilled nursing facility servicing their community.
2. Current Censes: 109
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 7 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Stella Manor Nursing and Rehabilitation Center**

400 North Vancouver Avenue Russellville, Arkansas 72801

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 124
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 9 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Summit Health and Rehab Center**

506 North Long Avenue Taylor, Arkansas 71861

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 70
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Superior Health & Rehab**

625 Tommy Lewis Drive Conway, Arkansas 72034

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 103
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Three Rivers Healthcare & Rehabilitation**

33904 Hwy 63 E Marked Tree, AR 72365

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 110
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Timberlane Health & Rehabilitation**

2002 Timberwood Road El Dorado, AR 71730-6996

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 106
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Twin Rivers Rehabilitation & Healthcare Center**

3021 Twin Rivers Drive Arkadelphia, AR 71923

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 112
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 4 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **The Green House Cottages of Walnut Ridge**

1500 West Main Walnut Ridge, AR 72476

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 119
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **The Green House Cottages of Wentworth Place**

26 Warnock Springs Road Magnolia, AR 71753

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 113
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description:

### **Willowbend Healthcare & Rehabilitation, LLC**

101 Brougham Avenue Marion, AR 72364

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 118
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Garrett Woods Assisted Living**

142 Brighton Terrace Hot Springs, AR 71913

1. Overview: An assisted living facility servicing their community.
2. Current Census: 40
3. Facility Type: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

### **Courtyard Rehabilitation and Health Center**

2415 W. Hillsboro El Dorado, Arkansas 71730

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 101
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Four Seasons Assisted Living**

2408 Military Rd Benton, Arkansas 72015

1. Overview: An assisted living facility servicing their community.
2. Current Census: 50
3. Type of Facility: Assisted Living Facility
4. Duration of Contract: 1 Year
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Hope Haven Assisted Living Community**

500 W. 23<sup>rd</sup> St. Hope, Arkansas 71801

1. Overview: An assisted living facility servicing their community.
2. Current Census: 52
3. Type of Facility: Assisted Living Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Manila Healthcare Center**

814 N. Davis Manila, Arkansas 72442

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 70
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 6 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Alexander RCF**

15115 HWY 111 S. Alexander, Arkansas 72002

1. Overview: A residential care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Bamburg RCF**

98 Sawmill Rd Searcy, Arkansas 72143

1. Overview: A residential care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Briarwood ICF**

420 Barnett Batesville, Arkansas 72501

1. Overview: An intermediate care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Intermediate Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Cottonwood ICF**

610 W. Church Morrilton, Arkansas 72110

1. Overview: An intermediate care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Intermediate Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Dogwood ICF**

904 Loberg Ln. Jonesboro, Arkansas 72401

1. Overview: An intermediate care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Intermediate Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Eastwood ICF**

208 W. Jackson West Memphis, Arkansas 72301

6. Overview: An intermediate care facility servicing a diverse population.
7. Current Census: 10
8. Type of Facility: Intermediate Care Center
9. Duration of Contract: 2 Years
10. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Gateway RCF**

415 Cleveland Cabot, Arkansas 72023

1. Overview: A residential care facility servicing a diverse population.
2. Current Census: 4
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Gordon Tubbs ICF**

412 Cleveland Cabot, Arkansas 72023

1. Overview: An intermediate care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Intermediate Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Howell RCF**

415 Mulberry Jacksonville, Arkansas 72076

1. Overview: A residential care facility servicing a diverse population.
2. Current Census 18
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Johnson RCF**

425 Trickie Ln Jacksonville, Arkansas 72076

1. Overview: A residential care facility servicing a diverse population.
2. Current Census: 12
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Longwood ICF**

96 Sawmill Ln Searcy, Arkansas 72143

1. Overview: An intermediate care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Intermediate Care Center
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Meadows RCF**

2109 Bishop Bryant, Arkansas 72002

1. Overview: A residential care facility servicing a diverse population.
2. Current Census: 8
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **O'Brien RCF**

1501 JP Wright Loop Jacksonville, Arkansas 72076

1. Overview: A residential care facility servicing a diverse population.
2. Current Census: 20
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Pinewood ICF**

2107 Bishop Bryant, Arkansas 72002

1. Overview: An intermediate care facility servicing a diverse population.
2. Current Census 10
3. Type of Facility: Intermediate Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Plaza RCF**

713 Poplar St. Jacksonville, Arkansas 72076

1. Overview: A residential care facility servicing a diverse population.
2. Current Census: 8
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **TP White RCF**

114 Creek Rd Haskell, Arkansas 72015

1. Overview: A residential care facility servicing a diverse population.
2. Current Census: 14
3. Type of Facility: Residential Care Center
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Westwood ICF**

208 W. Jackson West Memphis, Arkansas 72301

1. Overview: An intermediate care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Intermediate Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Whit Davis ICF**

1110 South Rd Jacksonville, Arkansas 72076

1. Overview: An intermediate care facility servicing a diverse population.
2. Current Census: 10
3. Type of Facility: Intermediate Care Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Zumwalt RCF**

1618 South Rd Jacksonville, Arkansas 72076

1. Overview: A residential care facility servicing a diverse population.
2. Current Census 10
3. Type of Facility: Residential Care Facility
4. Duration of Contract: 2 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Alma Healthcare and Rehabilitation Center**

401 Heather Lane Alma, Arkansas 72921

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 80
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Apple Creek Health and Rehabilitation Center**

1570 West Centerton Boulevard Centerton, Arkansas 72719

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 114
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 6 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Ash Flat Healthcare and Rehabilitation Center**

66 Ozbirn Lane Ash Flat, Arkansas 72513

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 105
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Ashton Place Health and Rehab, LLC**

318 Strozier Lane Barling, Arkansas 72923

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 122
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Aspen Health and Rehab**

1251 West Houston Street Broken Arrow, Oklahoma 74012

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 60
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Birch Pointe Health and Rehabilitation**

3705 South Jefferson Street Springfield, Missouri 65807

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 110
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 6 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Bradford House Nursing and Rehab, LLC**

1202 Southeast 30<sup>th</sup> Street Bentonville, Arkansas 72712

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 98
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Butterfield Trail Village**

1923 East Joyce Boulevard Fayetteville, Arkansas 72703

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 87
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 1 Month
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Care Manor Nursing and Rehab**

804 Burnett Drive Mountain Home, Arkansas 72653

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 104
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 3 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Chapel Ridge Health and Rehab**

4623 Rogers Avenue Fort Smith, Arkansas 72903

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 157
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Cherokee County Nursing Center**

1504 Cedar Avenue Tahlequah, Oklahoma 74464

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 90
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **EagleCrest Nursing and Rehab**

916 Highway 62/412 Ash Flat, Arkansas 72513-9588

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 100
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Edgewood Health and Rehab**

1393 East Don Tyson Parkway Springdale, Arkansas 72764

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 102
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Eufaula Manor Nursing and Rehabilitation Center**

1152 Eunice Burns Road Eufaula, Oklahoma 74432

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 50
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **The Greenhouse Cottages of Northwest Arkansas**

1303 Northeast Legacy Parkway Bentonville, Arkansas 72712

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 64
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 1 Year
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Gassville Therapy and Living**

203 Cotter Road Gassville, Arkansas 72635

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 105
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Greenhurst Nursing Center**

226 Skyler Drive Charleston, Arkansas 72933

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 97
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Hampton Place Healthcare, LLC**

2029 South Hampton Place Rogers, Arkansas

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 140
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 1 Year

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Highlands of Bella Vista Health and Rehab, LLC**

670 Rogers Road Bella Vista, Arkansas 72715

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 90
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Hiram Shaddox Health and Rehab**

1100 Pine Tree Lane Mountain Home, Arkansas 72653

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 81
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Innisfree Health and Rehab, LLC**

301 South 24<sup>th</sup> Street Rogers, Arkansas 72758

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 80
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **James River Nursing and Rehabilitation**

3550 East Battlefield Road Springfield, Missouri 65809

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 90
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Jamestown Nursing and Rehab, LLC**

2001 Hampton Place Rogers, Arkansas 72758

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 140
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Katherine's Place at Wedington**

4405 West Persimmon Street Fayetteville, Arkansas 72704

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 109
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **Magnolia Square Nursing**

1502 West Edgewood Street Springfield, Missouri 65807

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 80
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **The Maples Health and Rehabilitation**

610 West Sunset Street Springfield, Missouri 65807

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 80
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 4 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

#### **The Maples Health and Rehabilitation**

6546 Lynch's Prairie Cove Springdale, Arkansas 72762

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 140
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**North Hills Life Care and Rehab**

27 East Appleby Road Fayetteville, Arkansas 72703

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 92
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Oak Manor Nursing and Rehabilitation Center, Inc.**

150 Morton Avenue Booneville, Arkansas 72927

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 120
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Ozark Nursing Home, Inc.**

600 North 12<sup>th</sup> Street Ozark, Arkansas 72949

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 135
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 2 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**The Greenhouse Cottages of Homewood**

215 Homewood Circle Mena, Arkansas 71953

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 115
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 5 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Rogers Health and Rehabilitation Center**

1149 West New Hope Road Rogers, Arkansas 72758

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 140
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 7 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Shiloh Nursing and Rehab, LLC**

1092 West Stultz Road Springdale, Arkansas 72764

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 140
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**SouthFork River Therapy and Living**

624 Highway 62/412W Salem, Arkansas 72576

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 84
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Twin Lakes Therapy and Living**

6152 Highway 202 East Flippin, Arkansas 72634

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 80
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 3 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Valley Springs Rehabilitation and Health Center**

228 Pointer Trail West Van Buren, Arkansas 72956

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 105
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years

5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Westwood Health and Rehab, Inc.**

802 West End Street Springdale, Arkansas 72764

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 75
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

**Windcrest Health and Rehab, Inc.**

2455 North Lowell Road Springdale, Arkansas 72765

1. Overview: A skilled nursing facility servicing their community.
2. Current Census: 88
3. Type of Facility: Skilled Nursing Facility
4. Duration of Contract: 8 Years
5. Description: Comprehensive pharmaceutical services according to CMS requirements including packaging, drug-drug interactions, delivery, etc

Authorized Signature:  Title: Chief Operating Officer

Printed/Typed Name: Travis Ezell, Pharm.D. Date: 07/18/2024

2. Please list clients where the proposed subcontractor(s), if applicable, **served as the prime contractor** for dispensing pharmaceuticals in similar surroundings (Nursing Homes, Residential Care, etc.). Please include the following: name(s) of facility, address of facility, brief overview of the facility including census at the time services were provided, type of facility, duration of services, and description of services provided. If there are no contracts which meet this definition, please state "none."

Mallard Medical Supply, the proposed subcontractor, does provide medical supplies to many long term care facilities. However, it does not provide pharmaceuticals. If the agency desires a list of the long term care facilities with which Mallard has a vendor relationship, Premier will provide that information.

Authorized Signature: Travis Ezell Title: Chief Operating Officer  
Printed/Typed Name: Travis Ezell Date: 11/18/2024

# Arkansas State Board of Pharmacy

322 South Main Street, Suite 600, Little Rock, Arkansas 72201

## 2024 - 2025 RETAIL PHARMACY LICENSE

Premier Pharmacy Care, LLC

located at:

760 Michaela Drive, North Little Rock, AR 72117

**License #: AR20771**      **Expires: 12/31/2025**

Original License Date: 09/25/2014

This is to certify that the Pharmacy named above is licensed under the provisions of the Arkansas Pharmacy Practice Act, other Arkansas statutes, and Arkansas Pharmacy Regulations.

**Pharmacist in Charge: Amanda Kay Scissell, PD13433**

*This permit is not transferable and must be prominently displayed.*

**License #: AR20771**

**Facility ID: 106415**

Arkansas State Board of Pharmacy

**Mailing Address:** Premier Pharmacy Care, LLC  
760 Michaela Drive  
North Little Rock, AR 72117

### Reason Mailed:

Renewal

The address above is the mailing address where all correspondence from the board will be sent, including renewal information. All changes to contact information can be made online at [www.pharmacyboard.arkansas.gov](http://www.pharmacyboard.arkansas.gov) under "License Maintenance." Use the license number and facility ID above to log in. In-state pharmacies can also update employees online.



## Arkansas Secretary of State John Thurston

State Capitol Building ♦ Little Rock, Arkansas 72201-1094 ♦ 501-682-3409

### Certificate of Good Standing

I, John Thurston, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show


### PREMIER PHARMACY CARE, LLC

authorized to transact business in the State of Arkansas as a Limited Liability Company, filed Articles of Organization in this office April 9, 2014.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 1st day of May 2024.

  
John Thurston  
Secretary of State  
Online Certificate Authorization Code: 45fedb3d3b38b11  
To verify the Authorization Code, visit [sos.arkansas.gov](http://sos.arkansas.gov)



# En-Vision AMERICA

8254th Street West · Palmetto FL 34221 · 800-890-1180 · Fax 309-452-3643 · [www.envisionamerica.com](http://www.envisionamerica.com)

To Whom It May Concern:

We hereby confirm that the ScripTalk Talking Prescription product meets the criteria set out in Section 1.25B of the bid that you have provided in your email dated November 10, 2024.

(<https://humanservices.arkansas.gov/wp-content/uploads/710-25-024-Solicitation.pdf>)

Although we do not have a VPAT on file currently, En-Vision America would be willing to make this available as part of our quotation to Premier Pharmacy Care.

Sincerely,

David Raistrick

President

---

## Response to Information for Evaluation

---

### *E.1 START-UP PLAN*

---

#### **A. Describe Prospective Contractor's start-up plan including the following:**

- **A detailed timetable for commencing full operations**

As an initial matter, Premier believes it is important to note its unique and robust experience in providing pharmacy services to institutional settings and the onboarding of new facilities. Premier operates in over 140 facilities throughout multiple states. Premier services thousands of residents within these facilities and has the ability to process over 100,000 prescriptions monthly. We can accomplish this feat through a combination of robotic packaging units, background processes within our pharmacy software, extensive and highly-trained staff, and a Six Sigma efficient layout designed by a Six Sigma black belt. Along with our pharmacists, technicians, billing personnel, and drivers, we also employ account executives and a former Director of Nursing and current RN. She is able to offer training programs over hypodermoclysis kits, peripheral IVs, PICC lines, and TPNs, as well as med cart reviews, and other services to all facilities.

Premier's sole focus is on institutional and group home facilities. We do not have the added distractions of retail or infusion therapies and can dedicate all staff focus on residents of such facilities.

As for commencing full operations, sixty (60) days prior to the contract start date, Premier Pharmacy Care ("Premier") staff will meet with facility staff to review initial paperwork and specifics around service. Each meeting will be held at the individual facilities with all relevant staff. This will include review of the remainder of the timeline and action items. Premier will initiate interfacing with applicable software companies.<sup>1</sup> Premier will bring start-up binders to each facility which include:

- Freedom of Choice Letters: This form allows the patient the ability to choose Premier Pharmacy Care as their pharmacy of choice or select another pharmacy.
- Emergency Kit List: This list contains all of our emergency kits, per State Board of Pharmacy regulations, and has a signature line for the Director of Nursing, Medical Director, and Pharmacy Consultant.

---

<sup>1</sup> With regard to technical functionality, and the start up plan for it, see Attachment A to this response to the Information for Evaluation.

- Nurse Agent Forms: This form allows the Medical Director to confer authority upon facility staff that are able to call in controlled medications upon their direction.
- Facility Information Sheets: This form allows Premier to become familiar with each facility and their intricacies. Examples include the name of the administrator and DON, contact information, the number of halls and how they are designated, process for handling prior authorizations, and many more subjects designed to service the facility to the best of our ability.
- Premier Pharmacy Care Pamphlets: There are pamphlets with our nurse consultant services offered such as IV training and pamphlets regarding the pharmacy in general.
- In-service Handout and Announcement: Premier Pharmacy Care includes a PowerPoint handout of the in-service that our account executives go over with facility staff. It also includes one-page quick reference guides that are laminated to hang at nurses' stations. Account executives will schedule dates and times with facility staff to review the startup PowerPoint, emergency kit, and answer questions. Once a date and time is determined, the account executives will fill out the announcement and can post it in an appropriate location.

Forty-five (45) days prior to the start of the contract, Premier will conduct a follow up with the facility on paperwork to be completed. Account executives will call each facility and/or visit to retrieve completed documentation and answer questions.

Thirty (30) days prior to start, Premier will obtain log-ins for state software and print census information and pharmacy orders until integration is complete. If log-ins cannot be obtained, pharmacy will request facilities to print off census information and pharmacy orders for manual entry. Premier Pharmacy Care team will input pharmacy orders and request prescriptions from medical staff.

Ten (10) days prior to start, account executives will set up in-service dates with nursing staff to review the startup slideshow and answer questions. Each session takes one (1) hour and can be performed as needed to fully orient staff.

Five (5) days prior to start, the medications will be sent to the facilities to reconcile against the MAR. If medications have updated or there are discrepancies found these can be resolved prior to punch date.

On the contract start date, Premier will send out return medication, refill, and new order forms, as well as Policy and Procedure manuals and emergency kits (if applicable).

After the initial service date, account executives will visit each facility to evaluate the pharmacy services and answer questions.

- **A detailed plan for orientation of new staff required to perform the contracted services, or other work elements**

Premier believes that it currently has adequate staff to fulfill the contract demands. If it is determined during the onboarding process that one or more new employees are necessary, Premier will hire them a minimum of sixty (60) days prior to contract start date. Premier maintains a long-standing process for training new employees of every kind that includes a detailed checklist. The new employees are taught the skills set forth on the checklist, trains on those skills and is subjected to a final approval by a trainer. At the time of hire, and annually thereafter, all employees are required to complete HIPAA training, Fraud, Waste, and Abuse (FWA) training, Ethics, Sexual Harassment, OSHA, Bloodborne Pathogens, and other compliance training. Each new hire undergoes a background screening and drug screen before being allowed to start training. The training process typically takes sixty (60) days to complete.

- **Plan of implementation and use of on-site supervisory staff**

Premier will initially meet with every facility to provide pharmacy startup materials and review expectations. Premier has an extensive checklist of initial questions to ask each facility to ensure exemplary service.

Requests at initial meeting:

- All necessary staff for applicable Q&A
- Detailed expectations
- Initiation of software integration and contact information
- Facility and pharmacy contact information

Premier has an extensive staff of pharmacists, pharmacy technicians, billing staff, and delivery personnel which will immediately meet with facility staff to transition pharmacy services.

Premier will work with facility staff to obtain software log-ins and obtain pharmacy medication orders. It will obtain signed emergency kit lists, all medications for residents currently on MAR, and receive prescriptions for necessary medications.

Each facility will receive the startup packet as described above. Training will be initiated and can be recompleted any time a facility hires new staff. Premier account executives also offer medication cart reviews as needed, IV training, and emergency kit training. Premier has successfully completed over 100 similar transitions and is therefore intimately familiar with the process necessary to onboard the facilities subject to this RFP.

- Identify all personnel that will be assigned to manage, supervise, and monitor your firm's transition to the new contract.

Name	Position	Background
<b>Travis Ezell</b>	Chief Operating Officer	12 years of experience in pharmacy including retail, hospital, and long-term care, 8 years with Premier Pharmacy Care, 2019 Doctorate of Pharmacy from Harding University
<b>Amanda Scissell</b>	Pharmacist-in-Charge	21 years of experience in retail and long-term care, 10 years with Premier Pharmacy Care, 2015 Doctorate of Pharmacy from Harding University
<b>Caleb Foshee</b>	Pharmacist-in-Charge	16 years of experience in pharmacy including retail and long-term care, 3 years with Premier Pharmacy Care, 2012 Doctorate of Pharmacy from Harding University
<b>Tatia Irwin</b>	Senior Account Executive	22 years of combined experience in customer service and account management including 13 years in long-term care, 10 years with Premier Pharmacy Care, 3 years with Omnicare, 2 years account manager with HealthWays, 4 years Public Health Educator and Emergency Management Coordinator with Arkansas Department of Health, MS in Health Science with concentration in Public Health with certification in Public Health Education
<b>Shenee Gilbert</b>	Nurse Consultant	20 years of nursing experience in long-term care,

		10 years of experience as DON, 7 years with Premier Pharmacy Care
<b>Lydia Pickett</b>	Account Executive	4 years of experience in pharmacy, 2 years in billing and 2 years as account executive, Bachelor of Social Work from University of Arkansas
<b>Jodie Reynolds</b>	Pharmacist	8 years with Premier Pharmacy Care, experienced in long-term care, hospital, and retail pharmacy, 2016 Doctorate of Pharmacy
<b>Jon Grider</b>	Delivery Supervisor	13 years of pharmacy experience including retail and long-term care, 10 years with Premier Pharmacy Care, 15 years of supervisory and logistics experience
<b>Leaha Calles</b>	Billing Supervisor	9 years of experience in long-term care as a billing specialist, 9 years with Premier Pharmacy Care

---

## *E.2 DELIVERY*

---

- A. One service objective of DHS is to receive pharmaceutical deliveries at the service delivery locations up to three (3) times daily, Monday through Saturday, as needed. These facilities are open twenty-four (24) hours per day, seven (7) days a week, and may require urgent deliveries. Describe Prospective Contractor's approach and methodology for ensuring all deliveries are complete as scheduled.**

Premier acknowledges and will comply with all delivery requirements of DHS and the facilities established by this solicitation. The services required by this solicitation are commonplace at Premier.

We offer cycle fill or on-demand fill to facilities based on their preference. Our software fully integrates with facility software, and our staff are able to receive orders through the software

platform or by peeling off the barcode stickers and faxing them. These two systems allow for easy re-ordering by facility staff. Certain medications are not able to be sent in cycle fill and need to be re-ordered. These include controlled medications, liquids, eye drops, inhalers, insulins, PRN medications, topicals and “short-cycle” medications as determined by CMS. Premier will work in conjunction with facility staff to dispense these medications as needed.

All deliveries come in blue totes with manifests outlining the contents of each tote. If the medication requires specialized transportation, it will be transported in a cooler or hazardous medication bag to comply with United States Pharmacopeia standards. Controlled medications are designated with red totes or locked bags. The tote or bag is locked at the pharmacy by staff members, the lock number is logged into a software called GetRx and a sheet denoting the lock numbers is printed off to be signed at the facility upon successful delivery. This system allows for transparency in delivery and any tampering during the route would be known.

All prescriptions that are faxed, electronically requested, or electronically prescribed come in to our software platform and are read by an automated process built into the software which sends it to the proper division of the pharmacy for processing. If the resident needs to be admitted, the order will go to our billing department first to enter the resident and their insurance information. If the resident is already admitted then it will go to order entry or cycle fill, depending on the medication itself. A pharmacy technician will enter the medication into our system and then send the prescription to a pharmacist. Utilizing our pharmacy technicians first allows for a system of double-checks to prevent errors. The order is sent through to be billed and then a label prints in our packing area. Once the prescription is packaged by a pharmacy technician, it is then given to a pharmacist for a final check point. The pharmacist checks the original order that was put in and that the medication and label are correct. Then the medication is given to our delivery team which sorts them into totes based on facility and prints the manifests to be delivered.

Premier always has a minimum of one pharmacist within the pharmacy at all times. When a facility staff member calls, he or she is able to speak to personnel within the pharmacy, not an individual on call away from the pharmacy. Premier employs 77 total drivers - 39 route drivers and 38 stat drivers - to ensure all deliveries are made within optimal timeframe. Stat drivers are at the pharmacy or within the immediate vicinity to ensure prompt delivery of emergency medications.

All prescriptions, labels, and printed materials comply with state and federal regulations.

**B. Provide the number of distribution centers, location(s), and hours of operation for each facility.**

Premier has two pharmacy locations to service all facilities listed. These central locations allow for ease of communication between facilities, medical directors, and pharmacy. Each facility is provided with an information sheet with the pharmacy's fax number that services that facility.

Two pharmacy locations allow for concise communication with each facility and the pharmacy team.

Premier Pharmacy Care  
760 Michaela Drive  
North Little Rock, AR 72117  
Hours of Operation: 24/7, 365 days

Premier Pharmacy Care  
834 E Henri De Tonti Blvd  
Springdale, AR 72762  
Hours of Operation: 24/7, 365 days

**C. Describe Prospective Contractor's approach and methodology for providing urgent/emergency pharmaceutical deliveries within two (2) hours from the time ordered.**

Premier account executives will review the standard operating procedures for requesting stat medication delivery during an in-service at all locations. The process from beginning to end is as follows:

- Facility or medical staff will fax or e-prescribe the order to the appropriate pharmacy location and then call Premier Pharmacy Care staff
- The technician or pharmacist will find the order in question and move it to a separate queue
- The order will then be worked as swiftly as possible to avoid mistakes and check drug-drug interactions and/or allergies for the safety of the resident
- If there is need for clarification with the facility or prescriber, the pharmacist will call to expedite the process
- If there are no issues, the order will swiftly move from order entry to labeling and then to the final quality assurance process
- Once the pharmacist is satisfied with the end product to the resident, they will print the manifest and give the medication(s) to the stat driver for delivery
- The driver will then leave for the facility with the medication within the two (2) hour time frame

Premier has numerous drivers at all times of the day in case of emergency. Drivers are expected to deliver medications regardless of conditions, including the use of chains in winter conditions. Both pharmacies have contingencies in place for emergency conditions including generators, emergency lighting, battery supplies for computers, phone call routing, and multiple internet options in the event that is needed. All of these contingencies mean that we do not have downtime and residents never go without medication.

Premier utilizes state approved emergency kits for appropriate facilities. The medications in the kits can be used for any resident with an applicable order or prescription on file in case of an emergency. These kits have breakaway locks and slips inside of them for facility staff to notate the medication used and resident name and date of birth. The slips are faxed to the pharmacy to notify pharmacy staff the kit is ready to be replenished. The nurse is able to put a different colored lock on the kit used to signify its usage. The emergency kits are quickly exchanged, and staff have full utilization of the entire kit.

**D. Describe the approach and methodology for resolving delivery issues and addressing concerns.**

Any delivery issues or concerns are a top priority. We have a dedicated in-house delivery staff that will address any needs of the facility. If there is an issue, Premier requests that it be notified as soon as possible to investigate the issue and root cause. The facilities may call and speak to the pharmacist-in-charge, the delivery supervisor, or the Chief Operating Officer. One or more of these individuals will investigate the issue and provide any findings, evidence, or documentation to the facility if required. If an issue is identified, the delivery supervisor will update relevant policies and procedures and retrain staff on appropriate conduct.

To enable optimal trouble shooting, Premier has cameras at every angle in the pharmacy and is able to track a medication from the packing area to the pharmacist station to delivery and out the door. If there is an issue, Premier can pinpoint where it occurred and adjust standard operating procedures to prevent it from happening again.

**E. Describe Prospective Contractor's blister pack system.**

Premier packages medications in thirty-one (31) day blister pack cards based on the length of the month. Any medication that will not be sent through cycle fill will be packaged in the same cards, with cards containing up to 90 tablets. Rules will be set by the facility on their requirements for non-cycle fill medication delivery. For medications given multiple times per day, the thirty-one (31) cards will be packaged with the appropriate number of cards per administration times (three cards for three times per day, five cards for five times per day, etc). Premier will discuss this process with the facilities and customize based on facility requests.

---

*E.3 TECHNICAL FUNCTIONALITY<sup>2</sup>*

---

**A. Describe the methodology for ensuring a system is in place within six (6) months of the contract start date that will interface with each electronic health records system that is readily available and capable of providing and maintaining profiles on each client.**

Upon being awarded the contract, Premier will begin working with its software vendor to ensure that interface is successfully completed in advance of the contract start date. Based on prior experience, transitions usually take one (1) to three (3) months, depending on complexity and accessibility of the software vendor.

Premier expects that it will have this integration completed prior to contract award date with a seamless transition. In the event of obstacles or a delay, Premier will access the facilities software and/or will facilitate transportation of records to the pharmacy for input until any issues are resolved.

Once interfaced, cycle fill staff will maintain profiles on the pharmacy's side of each resident. Routinely, pharmacy staff will pull all orders from the facilities system to update profiles, request new scripts, check interactions, and communicate with the facilities.

**B. Explain how the proposed system will adhere to regulations for protection of patient privacy.**

Premier's systems are fully compliant with all provisions set forth in HIPAA, CMS, Medicaid, and other governmental organizations. Its software vendor regularly updates the system based on state and federal regulations. Premier has its own internal IT personnel that provides regular support and maintenance for our computers and servers.

**C. Describe Prospective Contractor's system of documentation to process prior authorizations of medications.**

Premier has a dedicated billing department that handles prior authorizations with the facility, physician, and insurance. When a rejection is received from insurance stating that a prior authorization is needed, Premier initiates the process with CoverMyMeds. This is an online portal that handles the documentation necessary for a prior authorization and can send all of the documentation electronically or via fax to the responsible parties. Premier completes all of the applicable fields before sending to the facility and/or physician. During initial

---

<sup>2</sup> Attachment A to this response contains further detail on technical functionality and contains direct responses to the twenty-two (22) items set forth in Section 2.4 D of this solicitation.

documentation with the facility, there are specific rules of what to do when a prior authorization is being initiated. Facilities are able to customize how many days' worth of the medication are sent while the prior authorization is being worked or they can wait until the process is fully complete. CoverMyMeds will then notify all parties when the prior authorization is complete.

If an insurance offers alternative(s) medication choices in the rejection, an employee will contact the facility and request that the medication be changed to the alternative. If the facility is not agreeable to the medication change, then a prior authorization can be initiated at that point.

**D. Explain the daily operation of the medication delivery system for monitoring orders, receiving orders, and ensuring accuracy of medication deliveries.**

Cycle fill medications are handled through a set team of employees that oversee all facets of the medication process. They are responsible for verifying the medications against the MAR, receiving and entering the orders, filling the medications, quality assurance verification, and packaging of the medications. These medications are delivered three to five days prior to the punch date to allow the facility to check the medications against the MAR. If changes need to be made, updated orders can be sent to the pharmacy and sent back out prior to punch date. The medications that are no longer needed may be sent back to the pharmacy.

Any medication that does not fall under the cycle fill process are to be sent to the pharmacy via fax or electronic system. These medications go into a queue and are worked according to the time sent over. During the in-service process, the facilities will be educated and given copies of deadlines for ordering medications. If the medication is sent past a deadline, the facility may call and ask for the medication to be sent stat.

All medications follow the same process. They are worked by an order entry technician and input into our system. Then the order moves to pharmacist verification to ensure accuracy of the input order. Once complete, the medication is sent to label and dispense where it is packaged accordingly by a technician. The medication is then given to a pharmacist for a quality assurance process to ensure final accuracy before delivery.

---

*E.4 BILLING*

---

**A. Describe Prospective Contractor's approach and methodology for billing vendor programs such as Medicaid, Medicare, and private insurance companies prior to billing DHS.**

Premier's software allows for specific configuration of resident's insurance plans. Our software automatically checks for current insurance information based on the resident's social security number. Our software is able to find primary, secondary, and tertiary plans if applicable for each resident. We have electronic submission of insurance claims and have immediate response for successful or failed claims. Premier staff will work with insurance companies to obtain a paid claim, work on a prior authorization, or work with medical staff to change the medication based upon insurance formulary.

Our dedicated billing staff are extensively trained and continuously receive training based on CMS and Medicaid updates. Each facility will be assigned a dedicated billing specialist. These specialists will work in conjunction with facility staff to review billing information and tailor invoices as necessary.

Premier is networked with Managed Healthcare Associates, a national pharmacy services administrative organization, which negotiates on the pharmacy's behalf with insurance agencies. With such a large national network, we are contracted with most Medicare Part D plans, commercial plans, and state Medicaid plans. We will work diligently to ensure the most accurate billed claims for facilities and residents. All processes are to comply with insurance requirements and to ease the burden on facility staff when possible. Any medication changes will be communicated based upon facility information sheets (located within pharmacy startup paperwork).

## Attachment A

### Response to Information for Evaluation

---

#### *2.4 Scope of Work*

---

#### **D. Technical Functionality**

**1. Within six (6) months of the contract start date, the Contractor must have a computer system in place that will interface with each Division's electronic health records (EHR), that is readily available and capable of providing and maintaining medication profiles on every individual client for medical staff. DAABHS facilities currently use MatrixCare 2024 R2 and DYS facilities currently use cueSHIFT as EHR systems.**

Premier acknowledges and agrees to the interfacing requirements set forth in this solicitation. Premier has extensive experience in interfacing with institutional facilities, having successfully accomplished it in over 100 instances.

Premier utilizes QS/1, PrimeCare, and DocuTrack (all under RedSail Technologies) which interfaces with numerous systems. A full list of all systems with which QS/1 has a successful interface structure is listed below in section D.10. The list includes both cueSHIFT and Maxtrix (MDI Achieve (MatrixCare®)).

Once awarded the contract, Premier will initiate outreach among QS/1, MatrixCare and cueSHIFT. We will coordinate with the facilities as well to make sure every step of the process is operational on both the pharmacy side and facility side. Interfacing typically follows this process:

- An initial discussion among all parties detailing the timeline, expectations, and the activity of the software companies during the process. Typically, a spreadsheet of the timeline for implementation is created and provided to all parties.
- One (1) week prior to the go-live date, the software companies will test the system integration with census messages of three to five residents, the facility will confirm that the census messages have been sent, and the pharmacy will confirm that the messages have been received and that we are able to utilize the information. The software companies will confirm the background information on their end and assist with any errors.

- Once the system has been tested, MatrixCare and cueSHIFT can send all census information on currently admitted residents and current orders via Excel format to confirm the orders and all census information.
- Before go-live date there will be regular checkpoints for the facility to clean up its databases and scrub all data before integration.
- On the Go-live date there will be a call among all parties to confirm all aspects of the timeline are complete. At that time, the software companies will turn on integration and send orders that facilities need to test or will ask for test orders to confirm successful integration on both sides.
- After successful integration is confirmed, there will be additional calls to discuss any issues, offer further training, and to ensure all parties are comfortable with integration

**2. This system must be responsive to medical staff needs while adhering to the regulations for the protection of patient privacy.**

QS/1 is a system dedicated to processing prescriptions for institutional clients only. Our system allows for robust features dedicated to these clients and compiling information for pharmacists to communicate with medical staff. Premier is able to offer customized reports, enhanced billing details, and bidirectional communication with facility staff.

Premier fully complies with all patient privacy regulations listed throughout the solicitation as well as all state and federal guidelines. All security protocols to enhance client privacy are detailed throughout this response.

**3. The system must adhere to regulations for protection of patient privacy, including, without limitation, the Health Insurance Portability and Accountability Act (HIPAA).**

Premier utilizes QS/1, PrimeCare, and DocuTrack, owned and operated by RedSail Technologies, LLC, which has an extensive compliance program around patient privacy. Below is a statement from RedSail Technologies with regard to HIPAA Compliance:

RedSail Technologies, LLC ("RedSail"), representing the QS/1® and Integra® brands, has a strong commitment to ensure its activities are conducted in accordance with applicable laws regarding security and privacy.

RedSail has a comprehensive HIPAA Compliance Program that addresses issues concerning the privacy and security of Protected Health Information (PHI) as mandated by the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health

Act of 2009 (HITECH), and the Omnibus Final Rule of 2013 (collectively defined as HIPAA).

RedSail confirms that it meets the following requirements of HIPAA, however, this is not a comprehensive list of all compliance activities.

Requirement	RedSail Statement
<b>Access Controls</b>	RedSail has implemented technical policies and procedures for systems that maintain PHI to only allow access to employees or programs that have been granted role-based access. Unique names for identifying and tracking user identity are in place.
<b>Breach Notification</b>	RedSail has Breach Risk Assessment & Notifications Procedures in place that meet the requirements of the Breach Notification Rule.
<b>Business Associate Agreements</b>	RedSail obtains satisfactory assurance via written agreements from entities that meet the definition of a business associate/contractor that they will appropriately safeguard PHI.
<b>Privacy and Security Officer Designations</b>	RedSail has designated individuals that serve as Privacy and Security Officers who have sufficient authority to fulfill the required duties of the roles. Key responsibilities include, but are not limited to: Oversee, monitor, and coordinate the HIPAA Compliance Program Assess privacy and security related risks to PHI Develop and implement appropriate policies and procedures related to HIPAA
<b>Contingency Plan</b>	RedSail has contingency plans and procedures in place for responding to system emergencies.
<b>Education and Training</b>	All RedSail staff, including contract or part-time personnel, receive training related to the regulatory obligations applicable to HIPAA privacy and security requirements prior to accessing PHI, as well as on an annual basis.
<b>Monitoring, Audits, and Investigations</b>	A HIPAA Incident Response team is organized and is tasked with meeting and reviewing any potential incident involving PHI or network security. HIPAA audits of any area of RedSail are initiated for just cause following breaches, complaints, or suspected noncompliance, as well as on a routine basis.
<b>Physical Security Safeguarding</b>	RedSail has implemented policies and procedures to safeguard the facility and the equipment therein from unauthorized physical access, tampering, and theft.
<b>Policies and Procedures</b>	RedSail has in place policies and procedures in regards to PHI that are designed to ensure compliance with standards,

	implementation specifications, and other requirements of HIPAA.
<b>Reporting of Violations</b>	RedSail has an “open-door” policy with respect to information on suspected instances of non-compliance. To achieve the goal of HIPAA compliance, RedSail employees are required to report any activity they believe is in violation of RedSail’s compliance requirements or any legal requirements to the Compliance Officer, their direct supervisor or manager, or any member of executive management. Employees who fail to report knowledge of wrongdoing may be disciplined, up to and including termination.
<b>Sanctions</b>	RedSail has a Sanctions Policy in place to address potential violations of HIPAA or our internal policies.
<b>Security Management</b>	RedSail has implemented security measures sufficient to reduce risks and vulnerabilities to a reasonable and appropriate level to comply with the Security Rule and ensure our customers’ data is secure at all times. Procedures are in place to regularly review records of information system activity, such as audit logs, access reports, and security-incident tracking reports. RedSail conducts a comprehensive risk assessment based on the requirement of multiple industry requirements, along with the Security Rule.
<b>Certification</b>	RedSail maintains certification from the Electronic Healthcare Network Accreditation Commission (EHNAC). RedSail’s certification status can be viewed at <a href="http://www.ehnac.org">www.ehnac.org</a> .

#### 4. The Contractor must maintain accurate counts of prescriptions and OTC pharmaceuticals dispensed and maintained in inventory.

Premier and QS/1 maintain an updated inventory at all times. Moreover, a bi-annual onsite inventory is conducted by a third-party vendor. These reports are filed and maintained as required by Medicaid regulations.

QS/1 has a built-in inventory program which allows Premier to send and receive drug orders from its wholesaler. This process is called EDI (Electronic Data Interchange). Upon receiving drug order files from the wholesaler (855 files), Premier processes these files and inventory counts are updated automatically by matching the SKU numbers on the drug record with the SKU numbers on the wholesaler order.

**5. The Contractor must provide routine checking of medication lists for allergies and medication interactions, especially when new medications or medication changes are ordered.**

Premier utilizes the extensive library within RedSail Technologies as well as our pharmacists' knowledge to complete allergy and medication interactions checks on residents. The interaction checking software is maintained regularly and updated weekly within the software.

Medication interactions are based upon a 4-level tier system:

**Level 1: Contraindicated**

Action: Drug combination is clearly contraindicated in all cases and should not be dispensed to the same patient.

**Level 2: Severe Interaction**

Action: Action is required to reduce the risk of severe adverse interaction.

**Level 3: Moderate Interaction**

Action: Assess the risk to the patient and act as needed.

**Level 9: Alternative Therapy Interactions**

Action: Assess the risk to the patient and act as needed.

Allergies are similar within the software and alert the pharmacy technician and/or pharmacist to take appropriate action. Our system is set up so that pharmacists have to act or bypass the interaction which is logged into an audit trail. The patient's allergy and reaction can be kept within the software to provide clinical information for the pharmacist to decide. If further information is necessary, the pharmacist will call the facility or medical director for clarification.

**6. The System's interfaces must secure and protect (encrypt) the data and the associated infrastructure from a confidentiality, integrity, and availability perspective.**

Premier utilizes the PowerLine™ tool to ensure proper protection of the data. PowerLine™ processes millions of prescription transactions daily and is one of the industry's top three prescription-processing switches. With Data Centers in separate locations and power grids, and generators that engage as needed, PowerLine provides 24x7 system and network monitoring to ensure full-time availability. PowerLine meets all HIPAA security and privacy regulations.

PowerLine provides advanced encryption options to ensure the security of high-speed internet claims adjudication and allows our customers to adjudicate claims from all pharmacy locations through a single network connection for cost-effective and secure prescription processing. Our Pre-and-Post Edits prescription-processing service reduces third-party rejections, maximizes reimbursements, and expedites payments.

Electronic prescribing and internet refills are integrated for fast and efficient claims transmission with RedSail's pharmacy management software. PowerLine also ensures our customers' data remains their exclusive property.

**7. The interface design must allow for the interface to continue to operate despite failure or unavailability of one or more individual technology solution components (downtime solution).**

Set forth below are the measures established by QS/1 to address potential downtime.

Category	Response
<b>Backup Software/Hardware</b>	QS/1 installs backup software and hardware on each new system before it is shipped to the customer. The backup is tested by the New Systems Group to ensure the integrity of the software. It is the responsibility of each customer to back up their files on a regular basis. QS/1 recommends that backups be stored in a secure, off-site location. This provides the best assurance that a system can be reloaded in the event of a disaster.
<b>QS/1 Remote Backup Service Customers</b>	<p>The Remote Backup Service uses the Internet to securely transmit your store's data to two geographically separated QS/1 Data Centers where it is safely retained. In the event that a natural disaster or hardware failure destroys your data, QS/1 quickly retrieves the data and restores your system.</p> <p>In the event of a disaster or catastrophe, QS/1 temporarily converts your account to our OnDemand service.</p> <p>This service provides you with full 24X7 access to your QS/1 application software and to your stored data from any Internet connected PC. Conversion is available during all hours that the Customer Support Center is in operation. QS/1 typically has your system up and running within several hours. No later than the next business day, we express mail your data in the appropriate form (DVD, CD, or external disk drive) and assist you in loading it onto your new or repaired local server.</p>
<b>QCopy Backup Utility</b>	The QS/1 conversion procedure includes a backup utility (QCopy) which automatically backs up files to a selected drive. QCopy must be configured or the conversion will not proceed.
<b>QS/1 Hardware Replacement</b>	QS/1 has a system in place to replace equipment damaged by acts outside the normal loss of use. These acts include, but are not limited to, lightning, floods, fire, etc. QS/1 Hardware

	<p>Maintenance does not cover equipment damaged by these acts. Customers must consult with their private insurers. However, QS/1 will get systems restored ASAP. Equipment will be available to order through QS/1 Central, as well as Regional Offices. QS/1 recommends buying new equipment since private insurance will be paying for the replacement equipment. If requested by Hardware Maintenance Customers, refurbished equipment may be available.</p>
<b>AntiVirus Software</b>	<p>As a service to customers, QS/1 loads a 15-day free evaluation copy of Norton AntiVirus software on new systems. This is a protective measure to ensure that no viruses were on the computer when it left QS/1. Customers who wish to keep antivirus protection on their computers may purchase Norton from the QS/1 Upgrades Department.</p>
<b>PowerLine Redundancy</b>	<p>PowerLine provides a geographically diverse redundancy solution with full capacity sites located in Spartanburg, SC and Ashburn, VA. Redundancy was a key factor in the decision to use the services of multiple carriers - AT&amp;T, Level3, CenturyLink, Charter Business, Sprint Communication, and Verizon - to ensure that if service is interrupted with one carrier, the other would continue to transmit data.</p> <p>To further ensure that customers are never left without support, QS/1 Data Center locations are constructed with special fireproofing and multiple Liebert UPA units. The Liebert 65 kVA Uninterruptible Power Supply systems provide short-term battery backup with input filtering of power delivered to all systems in the Data Centers. The systems limit spikes, fluctuations in power, and line noise, all common occurrences in power received from public power systems.</p> <p>In case of prolonged power outages, the Data Centers are powered by a Cummins Diesel 300 kW power generator with a 1,000-gallon tank capable of running the center for more than four days. The Data Centers also contain state-of-the-art IP phone, security, access, backup, and climate control systems.</p>

**8. The interface shall be scalable to accommodate changes in scale including changes in user population, transaction volume, throughput and geographical distribution. The interface will be capable of making any changes to the interface data elements and testing those changes.**

QS/1 software utilizes three-tier architecture for maximum efficiency and scalability. The server-side components handle all data and business logic processing, while the workstation components manage the user interface. TCP/IP connectivity between the server and workstations is handled by a middle layer component on the server and each workstation.

To transparently perform software updates, QS/1 Automatic Updates periodically connect to the QS/1 Data Center to download appropriate updates. The QS/1 Install Agent at each customer workstation then acquires updates from the local server. As a result, only the customer's server requires internet access to retrieve updates.

These updates are distributed by QS/1 under one of three general categories:

- Service Packs (SP) - These are significant new software releases and are accompanied by new help files and user documentation. They are typically associated with the release of new features.
- Quick Service Updates (QSU) - These are customer-specific software updates. Such updates are sometimes required when the installation of a Service Pack unexpectedly creates a problem for a particular customer or class of customers in spite of the thorough testing conducted at QS/1 and at customer test sites before the general distribution of Service Packs. When such problems are reported, fixes are implemented by QS/1 as quickly as possible. Because of their urgency, these corrections are referred to as hot fixes. Hot fixes are provided to customers using QSUs via the process described in the next section.
- Service Pack Addenda (SPA) - These are formal releases of QSUs. Typically, all hot fixes created in a week are combined and released the following week as an addendum to the previous Service Pack.

**9. The interface should be real-time and/or batch with the applications and data sources. Specify which interfaces are real-time and which ones are batch.**

Below are the interface categories supported by QS/1:

Interface Category	Description
<b>Demographics</b>	The demographics interface allows QS/1 systems and non-QS/1 systems to exchange admission, discharge and transfer (ADT) information in real time or batch mode.
<b>Dispensing</b>	Send information to the dispensing, counting or robotic system of your choice as prescriptions are filled in the QS/1 system.
<b>Interactive Voice Response</b>	Streamline your IVR setup so customer input can flow directly into the QS/1 pharmacy system, reducing customer wait time, expanding store hours and freeing pharmacists for other valuable activities.
<b>Billing</b>	Send patient and transaction information in real time or batch to your billing system to increase accuracy and reduce redundant data entry.
<b>Shipping</b>	Send customer demographic information in real time to your shipping application to increase accuracy and reduce redundant data entry.
<b>Document Management</b>	Interface with your document management system to store, organize and retrieve healthcare documentation.
<b>Electronic Prescriptions</b>	Offer the safety of electronic prescriptions through an NCPDP SCRIPT-based interface with e-prescribe systems from SureScripts, MedAvant (formerly ProxyMed), Emdeon (formerly WebMD) and RxNT.
<b>Electronic Orders</b>	Send or receive electronic orders in real time with HL7 interfaces.

**10. The system must interface with EHR systems.**

Below are all of the EHR systems with which QS/1 interfaces:

Accu-flo (Creative Strategies)  
 ADL Systems, Inc.  
 ALIS (Medtelligent)  
 Almsa™ (Yardi)  
 American Data-ECS  
 American Health Care American HealthTech® (AHT)  
 Answers™ On Demand (AOD) Blue Step™

BlueStrata  
Carasolva (MedSupport®)  
Catalyst RMS  
ChartMeds™  
CoCENTRIX  
Collain Healthcare (LG CNS®)  
CorrecTek  
Creative Strategies (Accu-flo)  
cueSHIFT (Healthcare Systems Connection)  
Daverci eCHART  
eClinicalWorks  
Eldermark  
EPIC  
ExactMed iMAR  
Extended Care™ Professional  
FlexMAR (Quantum Solutions)  
GE Centricity®  
Healthcare Systems Connection (cueSHIFT)  
HEALTHeLINK™  
HealthMEDX® (Vision)  
iCareManager  
Intergy  
Keane (NTT Data)  
LG CNS® (Collain Healthcare)  
MDI Achieve (MatrixCare®)  
Med Management (QuickMAR)  
Medicat®  
MEDITECH  
MedRight (CareRight® Technologies)  
MedScend Medtelligent (ALIS)  
MedUnison DocSynergy™  
NetSmart (myAvatar™)  
NewTech (PioneerACMS)  
NextGen  
NTT Data (Keane)  
OmegaCare (LinkRx)  
Optimus  
PioneerACMS (NewTech)  
Point and Click  
PointClickCare®  
PyraMED  
Quantum Solutions (FlexMAR)  
QuickMAR (Med Management)

Reliable Health Systems  
ResiDex™  
SigmaCare® (6N, eHealthSolutions)  
Streamline Healthcare Solutions, LLC  
Sushoo  
Therap®  
TIER® (Sequest Technologies)  
TIMAS  
Vision (HealthMEDX®)  
Yardi (Almsa™)

**11. The Contractor shall be financially responsible for implementing and maintaining interface connections.**

Premier agrees to maintain all necessary interface connections and bear the financial responsibility for the same. All implementation and maintenance will be billed to the pharmacy and not passed onto the facilities or DHS.

**12. The system must maintain data profiles for each client.**

QS/1 maintains client profiles within our local database as long as they are active or ten (10) years thereafter to comply with all state and federal regulations. Files are regularly purged and archived, thus keeping a robust system for all parties, but all information is readily available and multiple backups are performed. All census information is utilized from the facility and visual manifestations of the electronic information is kept in DocuTrack for the minimum ten (10) year time frame.

**13. The interface shall be bidirectional between pharmacy system and EHR system.**

Premier has bidirectional communication between all integrated systems at present. Bidirectional communication would be the minimum expectation insisted upon to QS/1 when this project is being negotiated. Currently, we are able to receive census messages, new orders, and refills. We have the capability to send messages back including refill too soon alerts, information regarding billing, and if we need a new order from the medical director before filling the medication requested. There are other options as well that Premier can review with each facility in regards to their preferences.

**14. The interface must allow real-time exchange of patient/client demographics, allergies, contact information, and insurance details.**

Premier functionally receives all information identified in this solicitation in real-time. We capture all census information including demographics, allergies, contact information, and insurance details. Once processed by one of our billing specialists, the information sent by the

facility is automatically updated in the system through electronic information that is sent. The information is captured by QS/1, assigned to the correct fields, and the fields updated as needed. Our billing specialist confirms the information against what is sent by the facility. The system also utilizes the social security information of the client to confirm insurance status.

**15. The interface must allow the seamless transmission of prescription orders from the EHR to the pharmacy system, including drug name, dosage, quantity, class, and instructions. The interface will not require duplicate entry.**

QS/1 has interfaces with all major e-prescribing platforms. Premier is also capable of receiving all new prescription orders and refills that are requested from the facilities. The information provided includes drug name, dosage, quantity, class, and instructions. The prescription request is tied to a unique identifier of the client and automatically brings up their profile. The electronic information fills in the automated fields in QS/1 with minimal input from pharmacy technicians. The prescription profile is double checked against the information sent for completeness and reviewed for errors. These requests then follow the normal pharmacy procedures for prescription input.

**16. The interface must transmit patient medication history within the pharmacy system.**

QS/1 is set up to transmit patient medication history throughout the system for utilization as needed. Our software communicates with all processes within the pharmacy and necessary for integration. This information is securely transmitted to third party insurances for processing of prescriptions. All patient information is kept within the system for the minimum ten (10) years per state and federal regulations.

**17. The Contractor must ensure the interface adheres to national e-prescribing standards including, but not limited to, National Council for Prescription Drug Programs (NCPDP) in the U.S., for secure, standardized prescription transmission.**

By virtue of its association with RedSail, Premier complies with this requirement. As a member of the National Council for Prescription Drug Programs (NCPDP), Inc., RedSail has consistently applied NCPDP standards and guidelines to its business practices. The Secretary of the Department of Health and Human Services (HHS) has designated NCPDP as one of six Standards Development Organizations (SDOs) to maintain HIPAA transaction standards. The American National Standards Institute (ANSI) is another of HHS's SDOs. We closely monitor both NCPDP and ANSI standards.

RedSail's security and compliance requirements align with HIPAA, PCI-DSS, and EHNAC Accreditation requirements. Its Data Center houses systems and networks that support internal operations and external services, such as prescription insurance-claim processing, ePrescribing transactions, payment-card processing, and cloud-based application hosting.

RedSail submits to and obtains periodic audits and assessments by third-party organizations, such as EHNAC, Trustwave, and CoalFire. The Data Center has obtained the EHNAC HNAP and ePAP accreditations regarding its prescription insurance and ePrescribing services.

**18. The Contractor must maintain a detailed audit trail of all transactions between the pharmacy system and EHR, including prescription changes, refills, and communications. Audit trail can be accessed by authorized user.**

QS/1 maintains a large repository of digital certificates within the system as an audit trail. These include:

- Attempted unauthorized access to the pharmacy application, or unauthorized access to the pharmacy application where the determination of such is feasible.
- Attempted or successful unauthorized modification or destruction of any information or records required by this part, or successful unauthorized modification or destruction of any information or records required by this part where the determination of such is feasible.
- Interference with application operations of the pharmacy application.
- Any setting of or change to logical access controls related to the dispensing of controlled substance prescriptions.
- Attempted or successful interference with audit trail functions.
- For application service providers, attempted or successful annotation, alteration, or destruction of controlled substance prescriptions or logical access controls related to controlled substance prescriptions by any agent or employee of the application service provider.

**19. The Contractor must enable secure communication between pharmacists and healthcare providers through the interface, complying with HIPAA and NCPDP requirements.**

Premier utilizes a third-party IT company to maintain servers, computers, and connections as well as security through our software QS/1. All connections through the interface are secured and encrypted. QS/1 complies with all regulations listed per their statement:

RedSail Technologies, LLC, representing the QS/1® and Integra® brands, has a strong commitment to ensure its activities are conducted in accordance with applicable laws regarding privacy and security.

Our Compliance Program provides guidance concerning the privacy and security of Protected Health Information (PHI) as mandated by the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health Act of 2009 ("HITECH") and the Omnibus Final Rule of 2013 (collectively defined as "HIPAA"). The goal of this Compliance Program is to ensure our staff understands its role and obligations under HIPAA.

We recognize that PHI is subject to state and federal protections and is a matter of great sensitivity to both RedSail Technologies and its customers. All employees and contractors are required to treat PHI carefully and responsibly in accordance with the provisions of HIPAA, related state regulations, and our internal policies and procedures.

RedSail's systems, software, and networks are HIPAA compliant based on current standards.

As a member of the National Council for Prescription Drug Programs (NCPDP), Inc., RedSail has consistently applied NCPDP standards and guidelines to its business practices. The Secretary of the Department of Health and Human Services (HHS) has designated NCPDP as one of six Standards Development Organizations (SDOs) to maintain HIPAA transaction standards. The American National Standards Institute (ANSI) is another of HHS's SDOs. We closely monitor both NCPDP and ANSI standards.

Our security and compliance requirements align with HIPAA, PCI-DSS, and EHNAC Accreditation requirements. Our Data Center houses systems and networks that support internal operations and external services, such as prescription insurance-claim processing, ePrescribing transactions, payment-card processing, and cloud-based application hosting.

RedSail submits to and obtains periodic audits and assessments by third-party organizations, such as EHNAC, Trustwave, and CoalFire. The Data Center has obtained the EHNAC HNAP and ePAP accreditations regarding its prescription insurance and ePrescribing services.

**20. The Contractor must ensure the interface complies with data privacy regulations, including but not limited to HIPAA, and provides secure transmission and storage of patient information.**

Premier acknowledges the data privacy and secure transmission and storage requirements within this solicitation. The encryption information of the QS/1 is set forth as follows:

Network communications between QS/1 Server and client software are optionally encrypted using software level encryption based on the Advanced Encryption Standard (AES) algorithm and the Diffie-Hellman key exchange protocol. A random unique key is created every time a connection is established to ensure key entropy, an important security measure. The AES algorithm provides two notable features:

Encryption strength is configurable up to 4096 bits. This provides some level of protection against future obsolescence. Current industry standards recommend 256 bits and will likely be revised upwards over time.

The algorithm is efficient and has acceptable CPU processing requirements. It is worth mentioning that since encryption is provided and handled entirely by QS/1 software, external security solutions such as VPNs are not required.

Maintaining a high level of network efficiency is a priority for QS/1. Several techniques are utilized to maintain this high level of efficiency. All GUI screens are installed on the workstation. Also, while all images (e.g., drug images and imprints) are stored on the server as part of a central- backup solution, each workstation dynamically builds a local cache of frequently viewed images so that the network transfer of an individual image only occurs once per workstation.

**21. The Contractor must implement error detection, logging, and alert mechanisms to monitor failed transactions or discrepancies. The Contractor must identify root cause and plans to remediate to DHS.**

Premier Pharmacy Care currently has multiple redundancies to detect failed transactions or discrepancies. EtherFax, our electronic fax portal, is enabled to send notifications to Premier staff when there are issues with their portal. The items are queued in that portal and when transmission resumes all items are sent to the pharmacy.

The current interfaces that our software company has with outside vendors are also setup to notify pharmacy staff when there are errors. PointClickCare, for example, notifies pharmacy staff via email when there is downtime, how long it is expected, and when service resumes. QS/1 logs the status of incoming messages from outside interfaces and keeps a visual iteration and electronic iteration of incoming information which staff are able to perform quality assurance procedures upon.

Any other errors or discrepancies are thoroughly researched into the root cause of the issue and determined how to prevent moving forward. In the event this should occur, Premier Pharmacy Care staff will perform a root cause analysis upon the issue, type up the analysis, identify how our personnel and software vendor will prevent that issue, and present to the facility or DHS staff as necessary.

**22. The pharmacy will have a direct connection installed with MatrixCare (or DHS contracted EHR/EMR) within 6 months that meets all state of Arkansas, federal, and MatrixCare/CueShift interface requirements for ADT, e-prescribe and prescription fulfillment.**

Premier acknowledges the requirements set forth in this solicitation and agrees to have a direct connection with MatrixCare and cueSHIFT or any other EHR/EMR system utilized by the facilities. We are confident in accomplishing this task after having done so successfully with more than 100 similar facilities. This task would be initiated upon award of this contract to complete within the timeframe and all parties receiving training. This connection would meet all state and federal requirements along with having the security and benefits listed throughout this response.