



Arkansas  
Dept of Human  
Services  
**Pharmacy Services**  
**710-25-024**



Proposal By :  
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**903-792-1721**



## TABLE OF CONTENTS

1.11 RESPONSE SIGNATURE PAGE.....	2
1.12 AGREEMENT AND COMPLIANCE PAGE .....	3
E.O. 98-04 – CONTRACT GRANT AND DISCLOSURE FORM.....	4
EQUAL OPPORTUNITY POLICY.....	5
1.13 PROPOSED SUBCONTRACTORS FORM.....	6
COMBINED CERTIFICATIONS & OTHER DOCUMENTS .....	7
STATE OF AR PHARMACEUTICAL LICENSE .....	7
ATTACHMENT I - CLIENT HISTORY FORM.....	8
TECHNICAL PROPOSAL RESPONSE TO EVALUATION SECTION .....	9
E.1 START-UP PLAN .....	9
<i>Detailed Timetable.....</i>	9
<i>Detailed Plan for Orientation of New Staff.....</i>	9
<i>Plan of Implementation.....</i>	10
<i>Assigned Personnel.....</i>	12
EXAMPLE STAFF ORIENTATION.....	16
DISASTER CONTINGENCY PLAN, FACILITY – EXCERPT.....	17
DISASTER CONTINGENCY PLAN – EXCERPT .....	18
E.2 DELIVERY .....	19
<i>Approach and Methodology.....</i>	20
<i>Number of Distribution Centers, Location(s), Hours of Operation .....</i>	20
<i>Approach and Methodology for Providing Urgent/Emergency Pharmaceutical Deliveries.....</i>	21
<i>Approach and Methodology for Resolving Delivery Issues and Addressing Concerns.....</i>	22
<i>Contractor’s Blister Pack System .....</i>	22
E.3 TECHNICAL FUNCTIONALITY .....	23
<i>Methodology.....</i>	23
<i>Adhere to Regulations for Protection of Patient Privacy .....</i>	24
<i>System of Documentation to Process Prior Authorizations of Medications .....</i>	24
<i>Daily Operation of the Medication Delivery System .....</i>	24
E.4 BILLING .....	25
<i>Approach and Methodology for Billing .....</i>	25



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## 1.11 RESPONSE SIGNATURE PAGE

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***A. An official authorized to bind Contractor to a resultant contract must sign the Response Signature Page included in the Technical Proposal Packet.***

Executed Response Signature page is attached.

***B. Contractor's signature on this page shall signify Contractor's agreement that either of the following shall cause Contractor's proposal to be disqualified:***

***1. Additional terms or conditions submitted intentionally or inadvertently.***

We acknowledge the above statement.

***2. Any exception that conflicts with a Requirement of this Bid Solicitation.***

We acknowledge the above statement.



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## 1.12 AGREEMENT AND COMPLIANCE PAGE

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***A. Contractor must sign the Agreement and Compliance Page relevant to each section of the Bid Solicitation Document. The Agreement and Compliance Page is included in the Technical Proposal Packet.***

Executed Agreement and Compliance page is attached.

***B. Contractor's signature on this shall signify agreement to and compliance with all Requirements within the designated section.***

We acknowledge that our signature signifies the agreement to and compliance with all the requirements within this designated section.



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## **E.O. 98-04 – CONTRACT GRANT AND DISCLOSURE FORM**

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Executed Contract Grant and Disclosure Form is attached.



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## EQUAL OPPORTUNITY POLICY

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### EMPLOYMENT POLICIES

#### 3.1 NON-DISCRIMINATION:

To provide equal employment and advancement opportunities to all individuals, employment decisions at Red River Pharmacy Services will be based on merit, qualifications, and abilities. Red River Pharmacy does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

Red River Pharmacy will make reasonable accommodation for qualified individuals with known disabilities unless doing so would result in undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.



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## 1.13 PROPOSED SUBCONTRACTORS FORM

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***A. Contractor must complete and submit the Proposed Subcontractors Form included in the Technical Proposal Packet to indicate contractor's intent to utilize, or to not utilize, subcontractors.***

Officer-initialed and completed Proposed Subcontractors Form is attached. Red River Pharmacy Long Term Care, LLC does not foresee the use of subcontractors.

***B. Additional subcontractor information may be required or requested in following sections of this Bid Solicitation or in the Information for Evaluation section provided in the Technical Proposal Packet. Do not attach any additional information to the Proposed Subcontractors Form.***

We acknowledge the above statement.

***C. The utilization of any proposed subcontractor is subject to approval by the State agency.***

We acknowledge the above statement.



## COMBINED CERTIFICATIONS & OTHER DOCUMENTS

*Other documents and/or information may be expressly required in this Bid Solicitation. Label documents and/or information so as to reference the Bid Solicitation's item number.*

### STATE OF AR PHARMACEUTICAL LICENSE

#### 1. State of AR Pharmaceutical License (2.3.C)



**License #: AR20974**

**Facility ID: 109550**

Arkansas State Board of Pharmacy

**Mailing Address:** Red River Pharmacy Long Term Care, LLC  
DBA: Red River LTC of Little Rock  
1550 Moores Lane, Suite A  
Texarkana, TX 75503

#### **Reason Mailed:**

Change of Pharmacist in Charge

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.





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## ***ATTACHMENT I - CLIENT HISTORY FORM***

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2. Attachment 1 – Client History Form (2.3.D) – See Attached.

Further Contact Information,  
*Unless specified, Consultant is Kim Payne* [REDACTED]

### **Woodruff County Health Center**

Marilyn Files, Administrator

[REDACTED], W: 870-731-2543  
[REDACTED]

### **Trinity Village Inc., Retirement Community**

Tabitha Sanders, Director of Nursing

[REDACTED], W: 870-879-3117  
[REDACTED]

### **First Step Arkansas (Disability)**

Scott Ward, Director of Home and Community Based Services

[REDACTED], W: 501-620-5432  
[REDACTED]

### **Marshall Manor West**

Lakeisha Owens, Director of Nursing

[REDACTED], W: 903-938-3793  
[REDACTED]

Consultant Cindy Brashear

### **The Springs of Texarkana**

Ray Johnson, Administrator

W: 870-772-4427  
[REDACTED]

### **Pleasant Manor Nursing and Rehab**

Kammy Bailey, Administrator

W: 870-898-5001  
[REDACTED]



## TECHNICAL PROPOSAL RESPONSE TO EVALUATION SECTION

*Technical Proposal response to the Information for Evaluation section of the Technical Proposal Packet.*

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

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

- A detailed timetable for commencing full operations.*

#### *Detailed Timetable*

Timetable Phase	Deliverable	KPI Measurement in Minimum Calendar Days (from Contract Start Date)
1.	Introduction & Assessment of Patient/Facility Needs	8-10 Days
2.	Obtain Patient Demographics & Signed Orders	10 Days
3.	Data Entry, AR and Billing	5 Weeks
4.	In-service Facilities Protocol Review & Order Final Review, Delivery of Emergency Kits/Supplies	6 Weeks
5.	Pharmacy Services Fully Operational	45 Days

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

#### *Detailed Plan for Orientation of New Staff*

Each Pharmacy position has a unique training checklist that is required: watch, observed performance and signed off for independent work. Upon hire and annually, all new staff undergo: HIPPA training, Fraud, Waste and Abuse (FWA) training, Ethics, Code of Conduct, OSHA, DEI, Sexual Harassment, and employees verified against the OIG Exclusion List monthly, etc. Each new staff member undergoes a background check and drug screen, then goes through extensive training specific to their job description, with specific supervisor. When completed, supervisor then signs off on the training. They also have to complete all compliance and HIPPA training with renewal annually.



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

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### ***Plan of Implementation***

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#### Coordination for Inservice of Facility Staff:

Upon notification of being awarded the bid, we will want to start immediately working with each facility in preparation to make this the smoothest transition possible. Red River LTC has a gully operation long-term care pharmacy fully staffed, and ready to make this transition with these facilities.

#### Scheduled Inservice

- #1 Order and receipt of medication and the paperwork they have to sign.
- #2 RRLTC goes over RR Afterhours Policy Protocol. Dispense laminated sheet of protocol.  
After-hours phone number is communicated. RRPLTC goes over the ER Box (emergency kit).  
Exchange sheet process is explained – when the box is picked up by policy.
- #3 Pharmacy Software Login access – training in reorders and use of tracking medications. The software shows medication processing status.  
(Framework/Vision)
- #4 Billing. RRPLTC goes over the facility and pharmacy expectations regarding billing contacts, processes, and timeline on when to expect monthly bill. RRPLTC goes over Welcome Packet and courtesy call for new patients.
- #5 Customized Solutions discussion per location.

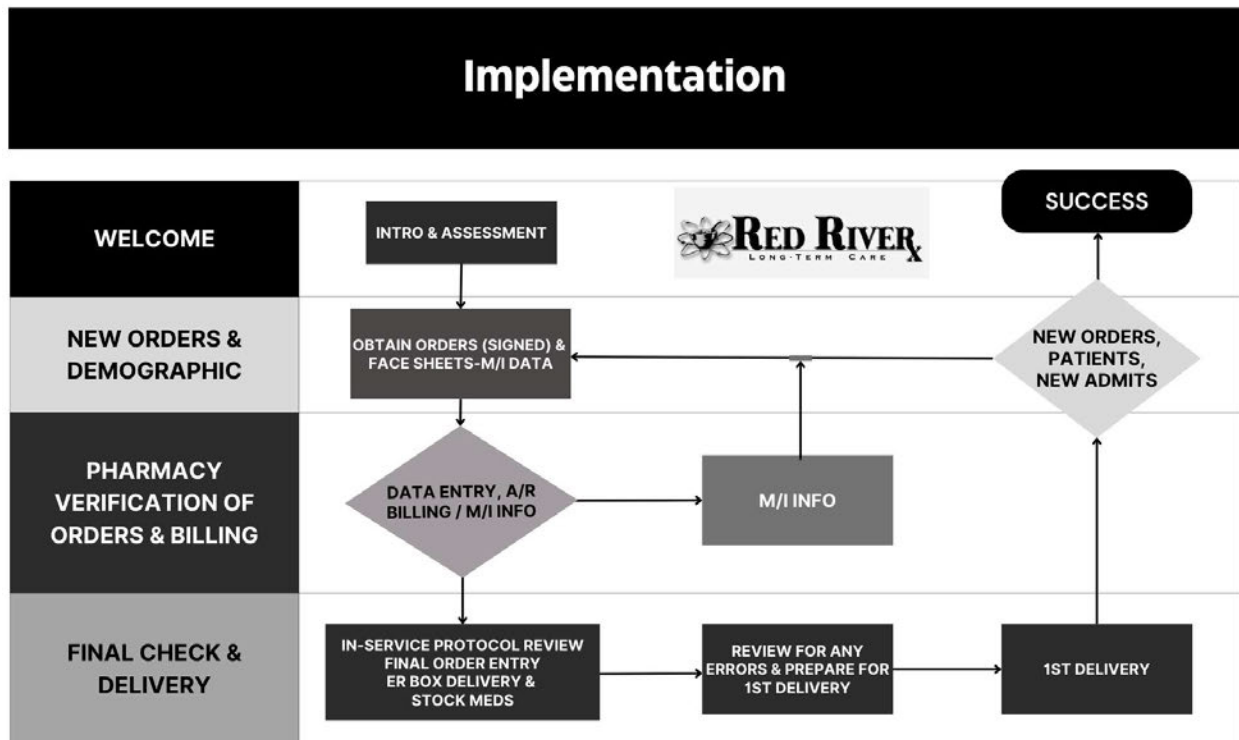
Red River LTC's transition team will be contacting each facility to set up a time to meet and bring a welcome package for the transition of pharmacy services. We will work with each building to obtain a software log in and set up facilities with our designated re-ordering system and medication tracking software. We will work with our designated team to start entering each facility, patients, and medication orders into our Pharmacy Software to ensure we have them all in on the date of the pharmacy switch over.

We will obtain a sample of the ER kits list and stock requests that need to be ordered, also obtain a list of controlled RX's for each facility to get active RX's on hand so facilities can order when needed for our staff to have and order the excess product to have on hand at our pharmacy, for preparation of demand/and or cycle fill with the transitional facilities.

We will work with DON/Nurses to obtain a list of DR's and APN's, get agent forms to designated people, and prepare policy and procedure manuals for each facility. We will prepare all training materials and IV training materials for facilities. We will provide a Who-to-call list for each facility to post at each nurse station.

We will provide an in-service for each facility before the start of pharmacy services to ensure all plans are in place and all staff members are adequately trained. There will be specific pharmacy liaisons that are available to assist at each location. When needed, the liaison is available for additional training and review of training materials or to assist with other deficiencies. Our liaisons will be available to help you with cycle check-in when needed, and all staff will be available during this transition to make it a very accommodating transition.

## Contingency Successes





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

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### *Assigned Personnel*

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Name of Personnel	Brief Information	Similar Projects
David Boudreaux	[REDACTED]	[REDACTED]
Robin Brule	[REDACTED]	[REDACTED]



Kimberly Payne	[REDACTED]	[REDACTED]
Sara Burleson	[REDACTED]	[REDACTED]
Tara Flowers	[REDACTED]	[REDACTED]
Jennifer Farrell	[REDACTED]	[REDACTED]
Paula Grabowski	[REDACTED]	[REDACTED]
Amy McClellan	[REDACTED]	[REDACTED]
Diana Wiblin	[REDACTED]	[REDACTED]





Cody Turner		
Mark Tyner		
Alethea Doud		
Bailey Hayes		
Brandon Rampy		



Sahara Ben Israel		
Meagan Boykin		





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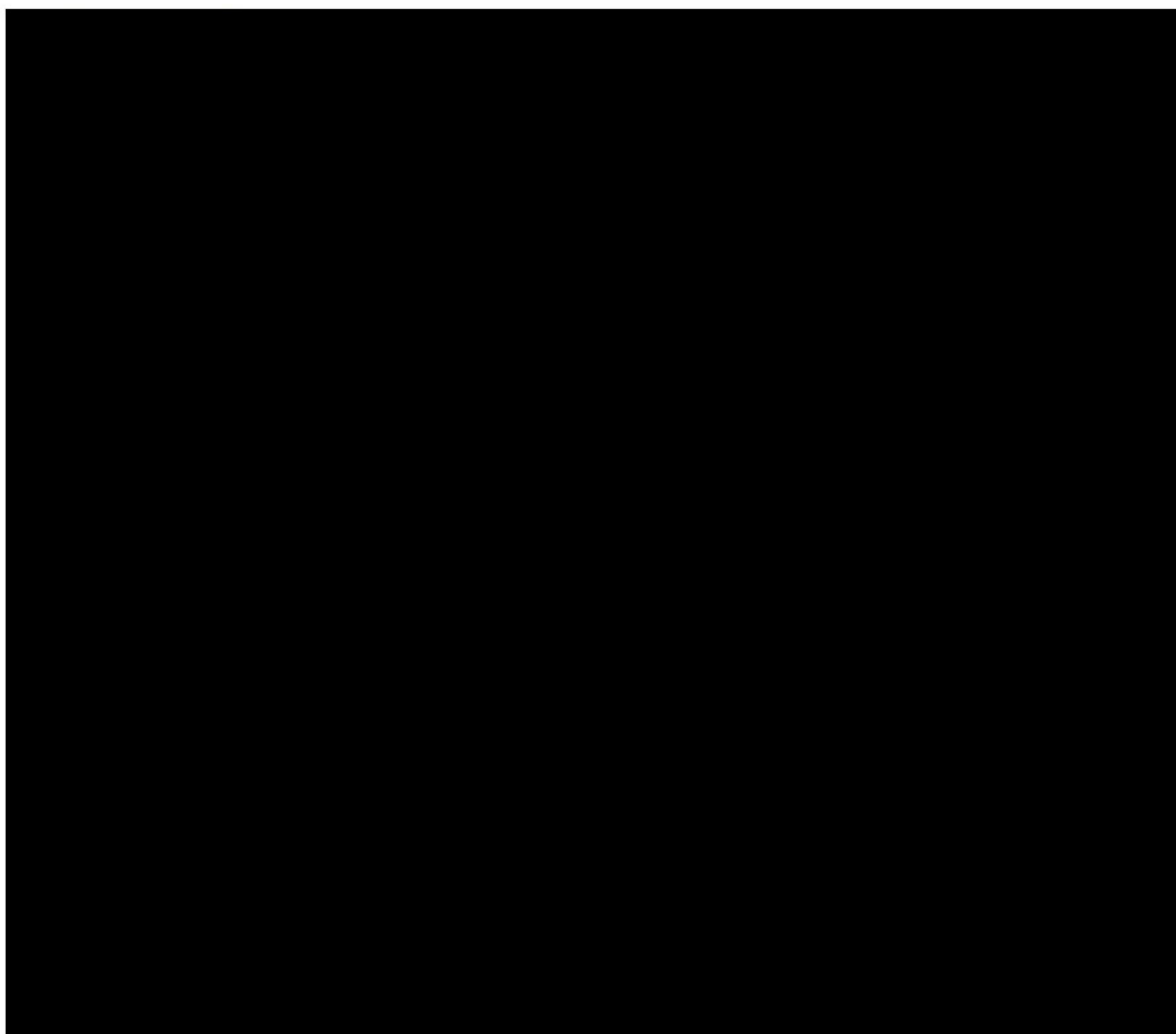
**EXAMPLE STAFF ORIENTATION**

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**Start-Up Orientation Plan**

Thank you for considering Red River Pharmacy Services as your pharmacy provider!





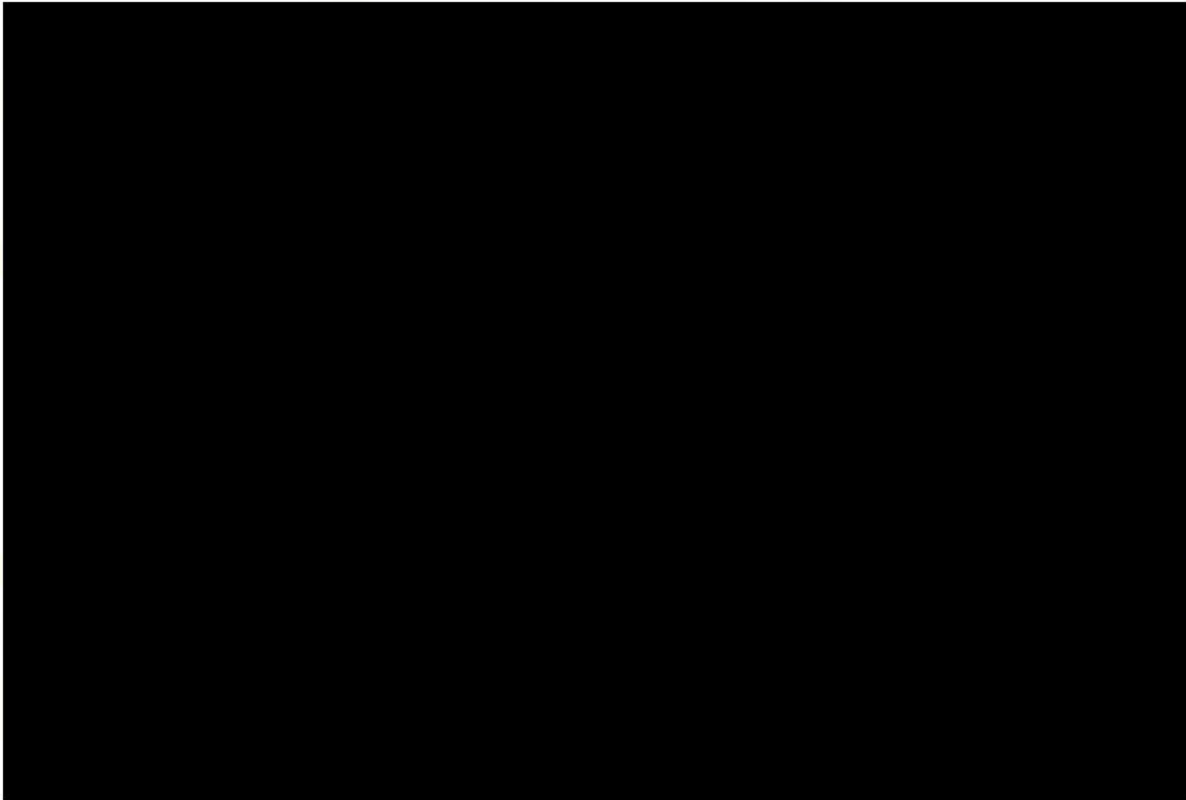
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*DISASTER CONTINGENCY PLAN, FACILITY – EXCERPT*

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Disaster Contingency Plan for Facility





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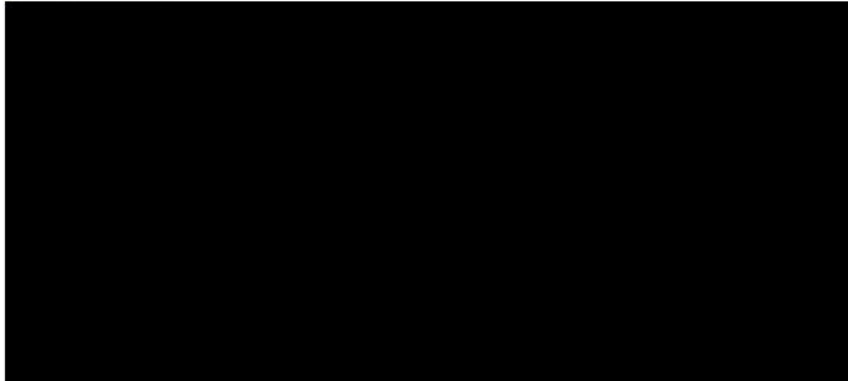
**DISASTER CONTINGENCY PLAN – EXCERPT**



**PHARMACY DISASTER CONTINGENCY PLAN – LITTLE ROCK**

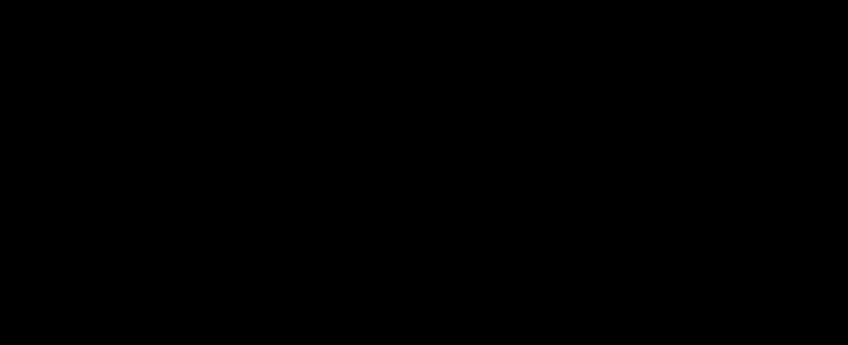
**Long Range Plans:**

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**Pre Event:**

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**Post Event:**

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In the event of a disaster, facility should reach pharmacy through normal contact channels by calling 501-712-4582. Additional contact numbers include Red River LTC of Texarkana location at 903-792-1721 and Red River LTC of Tyler location at 903-617-6885.



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## **E.2 DELIVERY**

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- 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.**

**Red River Pharmacy Long Term Care LLC operating as Red River LTC** acknowledges and agrees that it will provide the services under this contract in compliance with the requirements set out in the Invitation for Bid, including all attachments and addenda to the Invitation for Bid.

Red River LTC pharmacists and staff have extensive experience in providing high-quality, cost-effective medication and services to long-term care, assisted living, and independent living facilities. Red River LTC pharmacy has a pharmacist on duty 24 hours a day, seven days a week to ensure prompt delivery. All controlled medications are dispensed in a sealed container which assures the facility staff the medications were not tampered with during transportation. A separate delivery list is generated for controlled medications. Our delivery associate will work closely with the individual receiving the order to make sure everything in the delivery is correct and accounted for.

We operate multi-state institutional pharmacies specializing in providing pharmacy services and long-term care. We have designed an efficient system to deliver pharmacy services utilizing barcode technology, with integration processes for smoother reordering and error-free medication delivery. Red River LTC employs a team of drivers and maintains its own fleet of delivery vehicles.

Red River LTC and its affiliates provide pharmacy services to 4,600 residents in over 55 facilities. Red River LTC employs pharmacists in Arkansas that work in the long-term care setting. Additional staff consists of specialized RN's and pharmacists trained in IV infusion, along with account specialists that are experienced in long-term care. Red River LTC stocks a full line of medications and other product requirements for long-term care residents. This includes, but are not limited to, floor medications, stock medications, PRN medications, emergency/urgent medications, intravenous medications, injectables, vaccines, wound care products, equipment, and supplies.

Red River LTC utilizes its pharmacy system software in processing and filling prescriptions. Red River LTC provides flexibility to facilities by offering cycle fill or on-demand method for routine solid oral medications and an on-demand reorder system for controlled medications, liquids, eye drops, PRN medications and topicals. Red River LTC will notify the facility about medications that may need to be reordered as our system is set up to prevent duplicate data entry.



Each order is processed by a pharmacist, and during this phase the pharmacist will check for patient allergy reactions and drug interactions. The pharmacist will also review financial considerations, including prior authorization requirements. A prescription label is generated when the prescription is filled. That label indicates a barcode imprinted on the label as well as physical description of the medication including color, shape, and any markings or imprints that appear on the tablet or capsule.

All pharmacy services including labeling and dispensing of prescriptions are dispensed in compliance with applicable state and federal laws.

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### ***Approach and Methodology***

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

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### ***Number of Distribution Centers, Location(s), Hours of Operation***

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<b>2.2 SERVICE DELIVERY LOCATIONS (FACILITIES)</b>	<b>Number of Distribution Centers</b>	<b>Location(s)</b>	<b>Hours of Operation 24/7 Contractually</b>
<b>Arkansas Health Center, Bldg. 80</b> 6701 Highway 67 Benton, AR 72015-84	1	Little Rock	<b>Public</b> Monday - Friday 8am-5:30pm CST Saturdays 8am-12pm CST
<b>Arkansas Juvenile Assessment &amp; Treatment Center</b> 1501 Woody Drive Alexander, AR 72002-9420	1	Little Rock	<b>Public</b> Monday - Friday 8am-5:30pm CST Saturdays 8am-12pm CST
<b>Dermott Juvenile Treatment Center</b> 1001 Regional Road Dermott, AR 71639-0142	1	Little Rock	<b>Public</b> Monday - Friday 8am-5:30pm CST Saturdays 8am-12pm CST
<b>Harrisburg Juvenile Treatment Center</b> 1800 Pine Grove Lane Harrisburg, AR 72432-9334	1	Little Rock	<b>Public</b> Monday - Friday 8am-5:30pm CST Saturdays 8am-12pm CST
<b>Mansfield Juvenile Treatment Center</b> 36 Johnny Cake Road Mansfield, AR 72944-0487	1	Little Rock	<b>Public</b> Monday - Friday 8am-5:30pm CST Saturdays



			8am-12pm CST
<b>Lewisville Juvenile Treatment Center</b> 750 Lafayette CR 16 Lewisville, AR 71845	1	Texarkana	<b>Public</b> Monday - Friday 8am-5:30pm CST Saturdays 8am-12pm CST
<b>Consolidated Youth Services</b> 4220 Stadium Boulevard Jonesboro, AR 72404	1	Little Rock	<b>Public</b> Monday - Friday 8am-5:30pm CST Saturdays 8am-12pm CST
<b>Vera Lloyd</b> 745 Old Warren Road Monticello, AR 71655	1	Little Rock	<b>Public</b> Monday - Friday 8am-5:30pm CST Saturdays 8am-12pm CST

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### ***Approach and Methodology for Providing Urgent/Emergency Pharmaceutical Deliveries***

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

Our delivery staff is on call 24 hours a day, seven days a week, 365 days a year, including during inclement weather. In the event of hazardous road conditions, at Red River LTC we have four-wheel drive vehicles, vehicles with chain tires available for icy and snowy conditions. In April of 2021, we successfully delivered over 4000 miles for medications during an atypical snowstorm in the region that shut down most services. Red River LTC also has backup generators in case of power loss. Our delivery vehicles are equipped with GPS devices to allow for remote tracking of each delivery that leaves the pharmacy as well as equipped with front and rear cameras. Emergency orders can be delivered promptly from when the prescription is received once requested. Please refer to the Disaster Recovery Plan within Other Documents.

As additional assistance, RRPLTC provides an emergency medication box for eligible facilities, stocked with board-approved medications. Each box has a color-coded lock system: new boxes have a red lock, and once opened, nurses secure them with a yellow lock. Upon request, we promptly replace yellow-tagged boxes to ensure the facility always has a complete ER box available.

These proven strategies allow for providing urgent/emergency pharmaceutical deliveries within two (2) hours from the time ordered.



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## ***Approach and Methodology for Resolving Delivery Issues and Addressing Concerns***

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

Red River LTC can provide pharmacy services as requested. All prescriptions are delivered with a shipping manifest that lists all patient names and medications. A copy for facility and pharmacy will be signed at each delivery and kept on file verifying times, dates, and recipients of delivery. While we agree to notify the facility of any anticipated delays that will affect the service delivery requirement, **no delays are expected** because we have extensive operational capabilities and delivery services. We are committed to making sure all residents receive the medication that is ordered for them in a timely manner. We will work attentively with our facilities administrative and medical staff so we can deliver the best possible care to your residents. If at any time during the delivery process there is a question the delivery associate cannot adequately answer, facility staff can contact the pharmacy for assistance. If a delivery issue arises, we have a chain of custody process to track this movement. This process allows us to identify the last person to process it.

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## ***Contractor's Blister Pack System***

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

Red River Pharmacy Long Term Care utilizes a combination of manual and automated carding systems by trained staff and robotics. Once a prescription is entered by intake staff and verified by a pharmacist, our software creates a prescription and transmits the label to packaging. The system automatically sorts the prescription label based on the classification, location, status, daily or change out status, and time of day. Based on those factors, the prescription will be sent to a technician or pharmacist for hand carding where the label and packaging are double verified using bar code scanning and pharmacist inspection. If the prescription is sent to the automated robotic system, the medication is carded with the label affixed and dispensed from the machine intact. It is then inspected by a pharmacist during final review.





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### ***E.3 TECHNICAL FUNCTIONALITY***

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***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.***

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#### ***Methodology***

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Red River LTC utilizes FrameWorkLTC Pharmacy Management Software from SoftWriters which is capable of interfacing with commercially available Electronic Medication Administration Record (EMAR) software.

Provided facility EMAR is approved by the State Board of Arkansas to interface with pharmacy management software, Red River LTC will take the following steps to ensure the interface goes smoothly and without impact to patient care.

Interfacing with the facility should take no longer than 60 days once the process begins and will follow the milestones listed below.

- Upon notification that we have been awarded the bid, we will immediately reach out to SoftWriters and facility to notify them of the new interface and desired timeline.
- An initial kick off call will be held between the pharmacy, the facility, and our IT team. This call will go over training schedules, expectations, support contacts, and technical necessities for implementation.
- A Community/Pharmacy Order Audit will be conducted
- Pre Go-Live Readiness Review Call will be held so everyone is prepared for the interface going live.
- ADT Go-Live
- Workflow Review the day after ADT Go Live to ensure everything is working as it should before pushing orders.
- Go-Live Readiness Call
- Orders Push/Go-Live
- Post Go-Live Check in Call 4 days after Orders Push
- Post Go-Live Check in Call two weeks after Orders Push

Weekly or bi-weekly calls will be held to go over progress, training, and questions between other milestones as well. This methodology will ensure that a system is in place within six (6) months of the contract start date that will interface with each electronic health records system, be readily available and meet all State of Arkansas, federal, and interface requirements for ADT, e-prescribe and prescription fulfillment.





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### ***Adhere to Regulations for Protection of Patient Privacy***

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

Patient privacy is of utmost importance in all service delivery at Red River LTC. We have an excellent team that protects the security of our servers and any integration with pharmacy software. Employees access FrameWorkLTC through Remote Desktop Services (RDS) with multifactor authentication, rather than local installs. Users do not connect directly to the server. That access is only granted to devices running on our local network. Access outside of the pharmacy requires use of a VPN, which is further secured by two factor authentication. All servers and VPN's have firewall protection. Additionally, the EMAR/FrameWorkLTC system utilizes an HL7 or D.0 connection with additional protections ensuring security.

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### ***System of Documentation to Process Prior Authorizations of Medications***

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

Red River LTC utilizes CoverMyMeds to initiate prior authorizations. When we receive a rejection claim response requiring a PA, the pharmacy initiates documentation and forwards this to the facility and/or the prescriber. The prescriber, prescriber's designee, or the facility will complete the necessary documentation for the request and submit this to insurance. When a decision is made, insurance will distribute notification of approval or denial status to be sent to pharmacy allowing for dispense. Red River LTC retains copies of PA requests and subsequent documentation within our document management software.

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### ***Daily Operation of the Medication Delivery System***

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

Red River LTC follows a comprehensive monitoring process which ensures verification that the medication being filled from stock matches the prescription label based on the barcode scan. Upon receipt, pharmacists scan each prescription and verify blister packed prescription order and verify blister packed prescriptions have been accurately filled. Before a prescription leaves our pharmacy, each order is checked **five times**, twice by a pharmacist and three times by our computer system. This accuracy verification process must be completed before a delivery list is printed and the medication is delivered. RRLTC has a proven track record in the highest Quality Assurance and Quality Control.



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#### ***E.4 BILLING***

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

Red River LTC's pharmacy software allows us to assign insurance plans in a specific order. This prioritizes what is actually billed when entering a prescription. If a patient has primary and secondary coverage, our system will load both of these plans in the assigned order before we process an electronic claim. We know upon submission if a claim is adjudicated or rejected. The rejected claim responses tell us when a medication is non-covered under the formulary or refilled too soon, etc.

We work these rejected claims until we can adjudicate, or they cannot be resolved. If a resolution is not possible, we will notify the facility and allow them to decide if a change in therapy or medication therapeutic interchange is applicable or if we should bill the facility account.

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#### ***Approach and Methodology for Billing***

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Red River LTC has strict guidelines for our billing process. We review accounts on a claim and patient level to give our customers the best available options, as they are available to us. All accounts are reviewed weekly for accuracy and all new patients are onboarded with a courtesy call and welcome packet to help our pharmacy dispense medications and therapies compliant to the Arkansas State Board of Pharmacy and contractual obligations. We communicate with our facilities and the families of our patients to gather missing demographic information that allows us to avoid any incorrect billing. Before mailing our end-of-month statements, each patient and facility account undergo a stringent review for compliance of pricing contracts, veritable non-covered medications, and mailing addresses.

All of our claims are processed electronically. We are contracted with most Medicare Part D plans, commercial plans and Arkansas Medicaid with Arkansas Managed Medicaid provider status. Our pharmacy and billing staff work contiguously to ensure that we are dispensing medication compliant with insurance guidelines and regulations, including working our rejections to result in an adjudicated status or providing therapeutic interchanges to non-covered medicines, wherever possible, and initiating prior authorizations. We communicate with our facilities when alternatives are not available to receive approval to dispense.