

# Prospecting Checklist for a Focused Pharmacy Benefits Discussion

There are many parts of a pharmacy arrangement that can either save or cost self-funded employers a lot of money – and not all of them are obvious at first sight. When reviewing pharmacy arrangements with your clients or prospects, use a mix of open-ended and targeted questions to zero in on their pain points.

**This checklist can help you start the conversation:**

## *Client and Member Experience*

- How do you feel about your current pharmacy contract?
- How satisfied are your members with the level of service they are getting?
- Are you able to take advantage of marketplace dynamics on a regular basis?
- What services are available to address member and plan concerns and claims processing issues?
- What data are you using to help evaluate the financial and member impact of plan changes before you make them?

## *Pharmacy Benefits Arrangement*

- What is your long-term strategy to manage ongoing pharmacy spend?
- Can you manage and adjust the pharmacy benefit as a stand-alone entity?
- What visibility do you have into the pricing terms and performance data for your plan?
- How are high-cost specialty drugs affecting your bottom line?
- What are your rights to audit and exit the contract, if necessary?

## *Contract Oversight*

- How do you ensure that pricing maintains competitive in your existing contract?
- Are contract terms guaranteed at the client level or book of business level?
- Is your pharmacy contract fully auditable?
- What type of rebate arrangement do you have?
- How are generic and brand drugs defined in your contract?

## *Clinical Oversight*

- What tools provide you with visibility into your clinical risk areas and clinical program performance?
- How do you demonstrate your return on investment for your current clinical strategy?
- What strategies are in place to promote preferred cost-effective medications?
- How is your plan protected from paying more than is necessary on high-cost prescription claims?
- How do you leverage available manufacturer assistance funds to offset plan and member costs for specialty medications?