



## FACT SHEET

### WHO WE ARE

Headquartered in Renton, Wash. (near Seattle), Genoa Healthcare® is the largest provider of pharmacy, telepsychiatry, and medication management services for individuals with behavioral health and other complex, chronic health conditions.

### MISSION

Genoa's mission is to deliver outstanding value to consumers and partners by improving the quality of life for individuals living with behavioral health and other complex health issues through a higher level of pharmacy and telepsychiatry services.

### OUR WORK

#### I. Full-Service Pharmacies

- Genoa is the fifth largest drug chain in America. We fill prescriptions for nearly one million consumers in more than 500 full-service pharmacies.
- Our pharmacies are located in community mental health centers, which serve individuals living with serious and persistent mental illness or addiction. Most of our consumers are covered by Medicaid or Medicare. They often struggle to hold down a job and maintain stable housing and reliable transportation. They need extra support to stay on complicated medication treatment plans.
- Our services are especially tailored for these challenges and are custom-designed for each individual. This includes:
  - Providing special packaging that makes it easier for consumers to take morning, afternoon, and evening medications;
  - Synching prescription refills that align refill dates and simplifying refill pick-ups to coincide with clinic appointments;
  - Conducting proactive medication adherence outreach calls for prescription refills;
  - Offering delivery services and 24/7 on-call support;
  - Helping with insurance prior authorizations; and
  - Building and maintaining close and trusting relationships with physicians, caregivers and consumers.

- Peer-reviewed research shows that Genoa:
  - Achieves a more than 90 percent medication adherence rate;
  - Decreases emergency room visits by 18 percent
  - Reduces hospitalizations by 40 percent; and
  - Achieves a savings of \$700 per person, per year in avoided care.

## 2. Telepsychiatry

- Genoa Healthcare provides telepsychiatry services in community mental health, primary care, military, and community hospital organizations around the country.
- We provided 250,000 consumer visits this past year by connecting 330 remote psychiatric care providers to behavioral health centers in more than 30 states.
- Eighty-three percent of our telepsychiatry consumers return for follow up visits.
- With more than 80 million Americans who live in an area without enough psychiatrists, Genoa Telepsychiatry provides high quality care, improves access, and reduces wait times.
- A peer reviewed study found that when Genoa telepsychiatry was offered in combination with in-person psychiatric services, consumers were seen seven days sooner and were 34% more likely to be seen at least one time per month.

## 3. Medication Management Solutions

- Genoa Medication Management Solutions™ decrease total cost of care through our comprehensive medication management services. We manage high risk members of health plans with complex health issues. Most have four or more chronic illnesses, take more than 10 medications each day, and have more than \$50,000 in medical care costs annually.
- Our pharmacists conduct comprehensive medication management reviews by phone.
- We also offer our software as a service. The Nexus™ System is a pharmacist-oriented care management platform that guides providers to deliver best practice care while it documents pharmaceutical care systematically and comprehensively.
- Results to health plans include 5-star medication therapy management, 4-star adherence, 96 percent customer satisfaction, and 3:1 to as high as 5:1 return on investment, depending on program design.