Department of Veterans Affairs
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CMOP Overview
(Consolidated Mail Outpatient Pharmacy)

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Department of Veterans Affairs
Consolidated Mail Outpatient Pharmacy
**CMOP Business Model**

- CMOP does not function like private sector mail out pharmacies
  - The Tribal Pharmacy that sends the prescription to CMOP has the primary responsibility for their beneficiaries care and uses CMOP for prescription fulfillment.
    - Beneficiary contacts local Tribal Pharmacy to request prescription refills and with any questions
    - Beneficiaries care remains coordinated because prescription information is all in one place
  - Tribe reimburses CMOP for the service provided.
  - CMOP sends prescription fulfillment information electronically back to the Tribal Pharmacy.
Agreement Defines Roles for Sending Pharmacy and CMOP

- Initial review of the order.
- Medication profile review.
- Patient consultation.
- Verification of patient address.
- Daily transmission of orders.
- Reporting of errors, close calls, and patient complaints.
- Notification of changes in product utilization.

- Verification of order transmissions.
- Accurate and timely processing of orders.
- Investigation, trending, and feedback for all errors, close calls, and patient complaints reported.
- Cancellation of order with explanation to the Medical Center, when applicable.
- Proper inventory control
- Provision of cost reports.
CMOP Operations

- All patient records and profiles are at the sending pharmacy not CMOP. The sending pharmacy owns the patient.
- CMOP does not change any prescription information that is received from the sending pharmacy.
  - CMOP either fills the Rx or cancels back.
  - Drug, dose, directions for use, auxiliary labels are not changed.
- CMOP fills.
  - High volume maintenance prescription medications, medical supply items, nutritional supplements, over the counter products.
- CMOP does not fill.
  - DEA Schedule II controlled substances, low volume medications, IV Admixtures.
Life of a CMOP Mail Outpatient Prescription

Provider Order
- Allergy Checks
- DDI Checks
- Patient Consultation

Pharmacist Order Verification
- Medication Profile Review
- DUR/DUE
- Order Verification
- Patient Counseling

Transmission of Order to CMOP

Receipt of Transmitted Order by CMOP
- Data Integrity Check
- Allocation to a CMOP Production System

Order Processing
- Product Allocation
- Product Filling & Labeling

Pharmacist Order Check & Verification
- Ensure Correct Drug/Dose/Route per Order
- Order Cancellation to Transmitting Facility with Reason, If Applicable

Packing of Labeled Medication or Product

Package Manifesting and Pick-up by Contractor

Product Delivery to Patient by Delivery System Partner (USPS, UPS, FedEx)

CMOP Activity

Non-CMOP Activity
Outpatient Prescription Process

Provider Orders

<table>
<thead>
<tr>
<th>1 - 24 Hrs</th>
<th>10</th>
<th>12 – 48 Hrs</th>
<th>CMOP</th>
<th>MC*</th>
<th>USPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awaiting Verification</td>
<td></td>
<td>Filling</td>
<td></td>
<td>USPS Delivery to Patient</td>
<td>1-7 Calendar Days</td>
</tr>
</tbody>
</table>

Day 1

Awaiting Transmission

Day 10

USPS Partnership
Predictability / Timely Deliveries
Economical

Delivery to Patient by Calendar Day 10

* MC = Mail Consolidator
CMOP Production Fiscal Year 2016

- Workload (Prescriptions) 119.7 million
  - 470,000 prescriptions/work day
- Parcels 83.1 million
  - 330,000 parcels/work day
- Expenditures $3.4 billion
  - Medications/Supplies $3.0 billion
  - Mail $223.3 million
  - Personnel $128.3 million
  - Operating $66.9 million
Each CMOP is accredited individually by TJ C
Responses from patients in U.S. who filled or refilled a prescription during the 3 months of the survey period

VA Mail Order included 2009 thru 2016

Satisfaction reported on 1,000 point scale

Key Factors: cost competitiveness; prescription delivery; prescription ordering; customer service

VA Mail Order rated “Among the Best”

### J.D. Power
### 2016 U.S. Pharmacy Study™

#### Customer Satisfaction Index Ranking
**Mail Order**
*(Based on a 1,000-point scale)*

<table>
<thead>
<tr>
<th>Pharmacy/Service</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaiser Permanente Pharmacy</td>
<td>906</td>
</tr>
<tr>
<td>Humana Pharmacy</td>
<td>890</td>
</tr>
<tr>
<td>Walgreens Mail Service</td>
<td>884</td>
</tr>
<tr>
<td>Walmart Pharmacy Mail Services</td>
<td>882</td>
</tr>
<tr>
<td>OptumRx</td>
<td>869</td>
</tr>
<tr>
<td>Mail Order Average</td>
<td>869</td>
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<tr>
<td>Express Scripts</td>
<td>866</td>
</tr>
<tr>
<td>CVS/Caremark</td>
<td>853</td>
</tr>
<tr>
<td>Aetna Rx Home Delivery</td>
<td>841</td>
</tr>
<tr>
<td>Prime Therapeutics</td>
<td>823</td>
</tr>
<tr>
<td>Cigna Home Delivery Program</td>
<td>818</td>
</tr>
<tr>
<td>*VA or Department of Veterans Affairs (Mail Order)</td>
<td>905</td>
</tr>
</tbody>
</table>

**Power Circle Ratings™ for consumers:**

- **Power Circle Ratings Legend**
  - **Among the best**
  - Better than most
  - About average
  - The rest

*Included in this segment but not ranked due to small sample size is Catamaran.*

*The Department of Veterans Affairs pharmacy service is open only to veterans of the U.S. military and their families and therefore is not included in the official rankings.*

Source: J.D. Power 2016 U.S. Pharmacy Study™

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Video Explaining CMOP

http://www.pbm.va.gov/