

RETRAINING OF TRANSPLANT PHARMACY STAFF TO REDUCE MEDICARE PART B PRESCRIPTION BILLING ERRORS IN POST-TRANSPLANT RECIPIENTS

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CONCLUSION

CPhT retraining focused on specific MedB billing errors **successfully reduced error frequency and potential resulting fines.**

Because MedB billing error fines can be costly for pharmacies dispensing high-cost medications, **identifying common errors and training staff can be useful and financially prudent.**



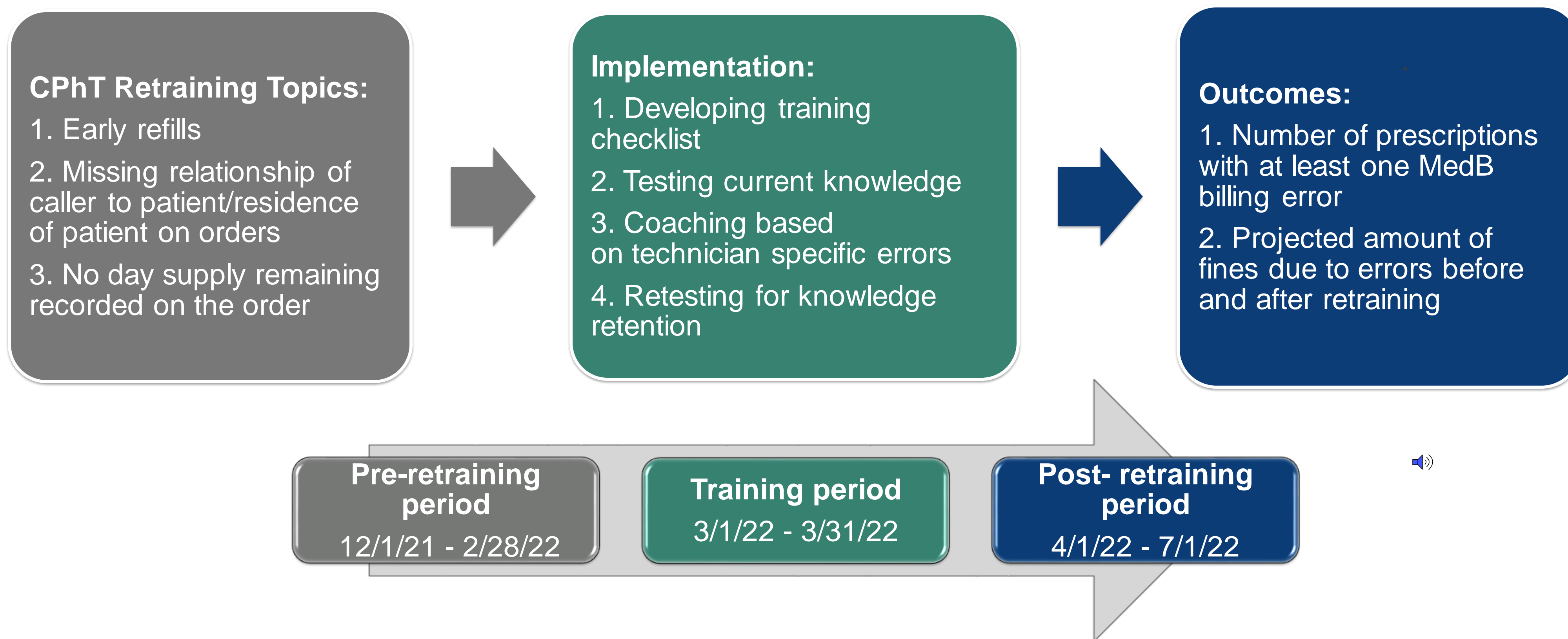
PURPOSE

Outpatient prescription billing post-transplant can become complex for patients who had Medicare part B (MedB) at the time of transplant. Date of service for processing prescriptions and prescription plan specifics can dictate changes in how patients' Medicare plans are billed.

- ❖ The aim of this quality improvement project was to retrain certified pharmacy technicians (CPhTs) on common monthly billing errors and evaluate changes in error rates and potential fines.

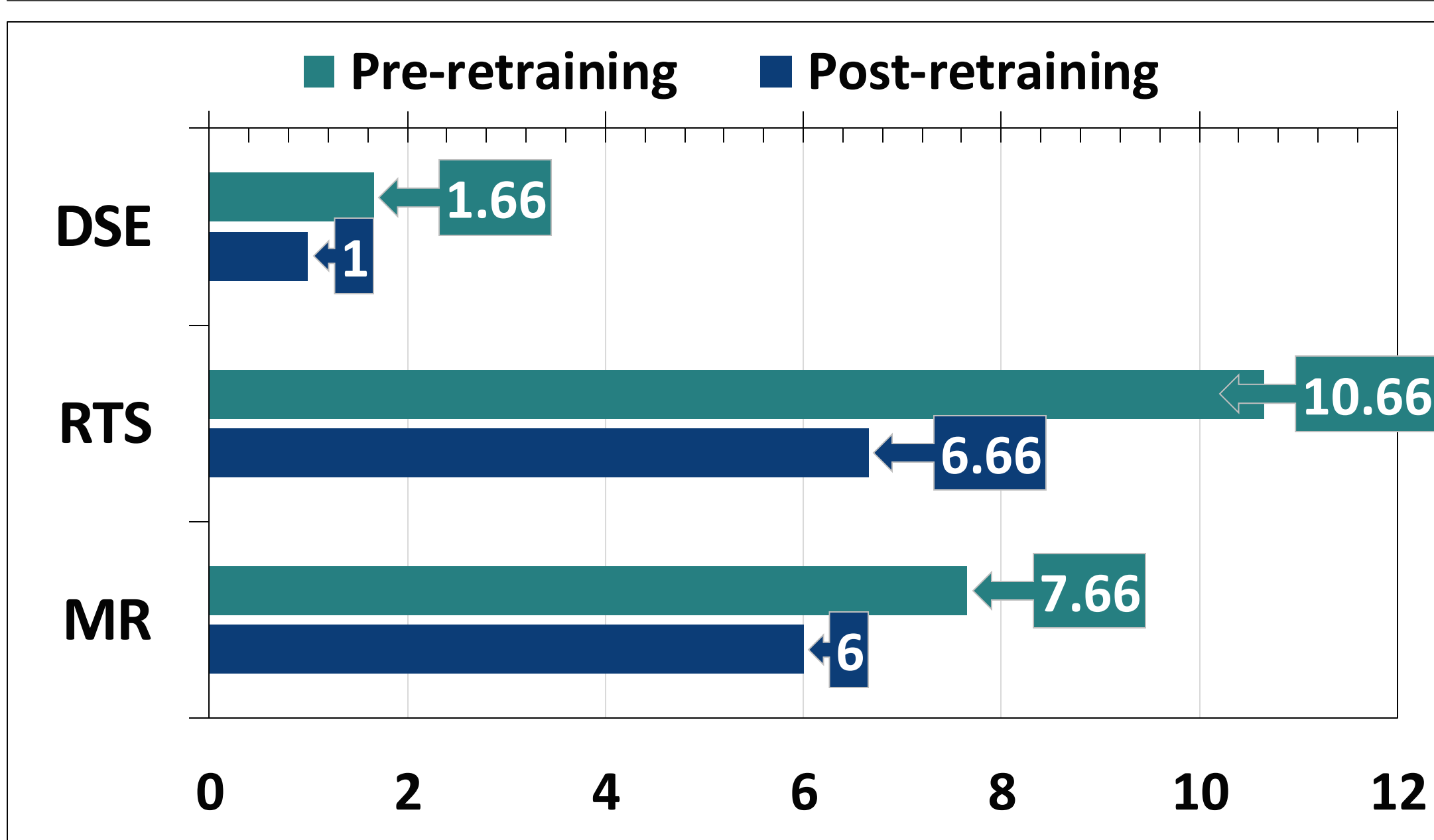
METHODS

- ❖ Single center, pre-post analysis, Vanderbilt Transplant Pharmacy 2021-2022
- ❖ Patients with at least one MedB prescription billing error

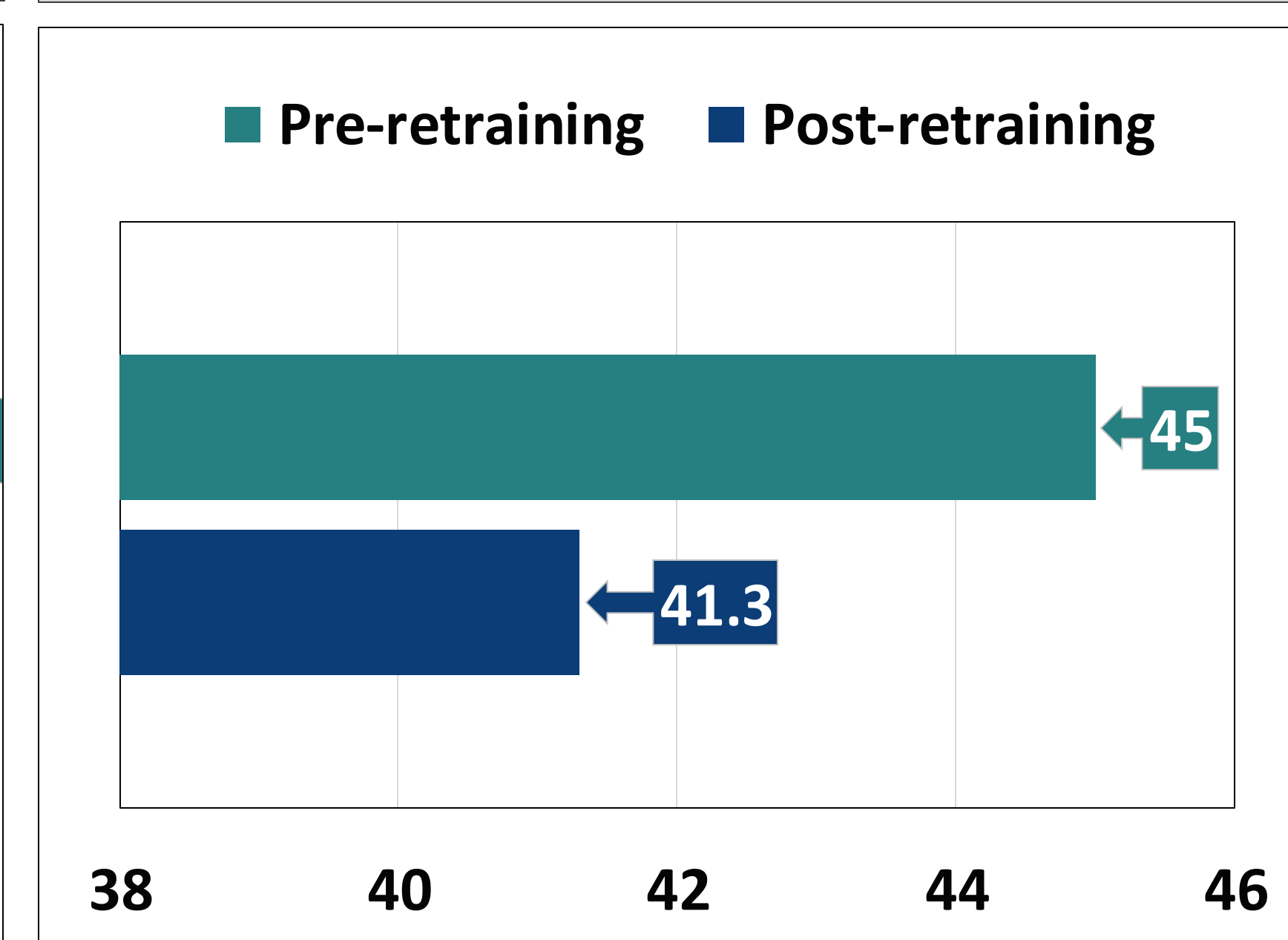


RESULTS

Average Medicare Errors/Month Pre-retraining vs. Post-retraining



Totals Errors Pre-retraining vs. Post-retraining



Total Potential Money Lost to Errors

