

## The ProCare HospiceCare Difference

- ✓ **Live Pharmacist Calls**
  - We use an advanced digital phone system, which provides direct-to-pharmacist consultations.  
We are proud of our service record:
    - Over 70% of calls are directly answered by an RPh with NO WAIT TIME!
    - Over 60% of calls are answered in 30 seconds or less.
- ✓ **Top-Notch Nurse Education**
  - We are directly accredited by the American Nurses Credentialing Center (ANCC) to provide quality continuing nurse education (CNE) to hospice nurses around the country.
- ✓ **Award Winning, Easy-to-Use e.Prescribe Platform**
  - With ProCarePrescribe, your physicians have three simple screens to navigate and two-factor authentication with a soft or hard token, no extra steps!
- ✓ **Fast, Care-Focused Prior Authorizations**
  - We expedite communication with hospice management and pharmacies to ensure speedy resolution of prior authorizations so your patients and families are well managed.
- ✓ **Privately Owned and Debt-Free**
  - We do not answer to a board of directors; our company has not changed hands since we got our start over 14 years ago.
- ✓ **Customer Service and Relationship-Driven Account Management Are Top Priority**
  - Professional, friendly, same-day responses from your hospice-assigned Account Manager with regular follow up to ensure your needs are taken care of.
- ✓ **Experienced, Tenured Clinical Team**
  - With the patient always in mind, our clinical pharmacist team is one of the strongest in the industry, bringing true expertise to the management of complex pain and symptoms at the end-of-life.
- ✓ **Robust Claims Processing**
  - Rather than contract with a third-party, we process our own claims with the most robust systems in the PBM industry.
- ✓ **Flexible Offerings**
  - Our IT development infrastructure is in-house, and we adapt to the hospice's preferences and workflow.
  - We design customized formularies and medication claims processing parameters.

Experience the **POWER** of the *Sunflower*

