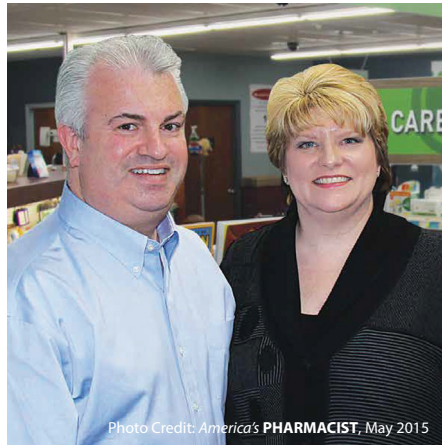


# Community Connections and an Eye on the Bottom Line are Keys to Growth

Community engagement is vital to the success of any small business, including independently owned pharmacies. Neil Leikach, RPh and Dixie Leikach, RPh, RelayHealth customers since 2009 and owners of two retail community pharmacies near Baltimore (Catonsville Pharmacy and Finksburg Pharmacy) and a long-term care pharmacy (Paradise Professional Pharmacy), have a passion for their community and its members' well-being. This passion has translated into over fifteen years of business growth.

The Leikachs opened Catonsville Pharmacy as a retail location in 1999. Soon after that, they recognized the need that long-term care facilities had for a pharmacy that would provide a higher level of customer service than the large chains were willing to provide. With that, they dedicated a portion of the Catonsville location to serve as a closed door pharmacy for these LTC customers.

Despite continued growth, Neil and Dixie have noticed changes in the industry that have financial implications for any community pharmacy. Over the last several years, there have been two main challenges for the Leikachs: closed insurance networks and declining reimbursements. Neil says, "Some things are just not even worth filling because you're losing money."



Partnering with RelayHealth has proven to be a good move for the Leikachs. Through their pharmacy network association, EPIC Pharmacies, they participate in the ELITE EPIC PPE bundle that includes RelayHealth solutions such as Pre and Post Editing, AWP Resubmission Services, eVoucherRx™, and RxSafetyAdvisor™.

"When I first switched to RelayHealth," Neil says, "that first month was a shocker. We realized we had the wrong price for some of our drugs. Within the first month of use, the RelayHealth service paid for itself through the additional reimbursement opportunities it identified for us. No doubt about it. It was a no brainer." While they see a marked increase in reimbursement notifications in January and July due to routine drug price changes, they also realize opportunities all year long.

Typically, they are alerted to an average of four AWP Resubmission opportunities a week totaling at least \$100-200 in recovered reimbursements. "It helps a lot," says Neil.

The RelayHealth services the Leikachs use also save them time and provide peace of mind on every medication they dispense.

Neil remarks, "Before we used RelayHealth, I'd get a report every day from our pharmacy vendor saying these are the drugs that went up. So I'd have to look at my daily report and notate that I needed to re-bill in a week. I don't have to do this anymore. It saves me a lot of time and paperwork."

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