

# Maxor®

NATIONAL PHARMACY SERVICES

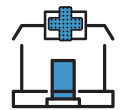
## CASE STUDY

### REVENUE CYCLE MANAGEMENT PROGRAM

In 1973, a local non-profit community health center was founded to support people living with HIV. This health center has dedicated itself to providing exceptional medical care and a range of health-related legal and support services to more than 20,000 people.

Due to the high overhead cost of running a pharmacy, they were not able to keep up with their mission to the community. In 2009, Maxor began a pharmacy management partnership with the health center. This initially provided medication purchasing and facility support but now includes Maxor's Prescription Access Liaisons (PALs) program and revenue cycle management support.

This local health center soon became a destination for those in the community who needed HIV support and became the largest dispensing HIV PrEP center in the United States.



**1973**

Health center established



**2009**

Partnered with Maxor for pharmacy management services



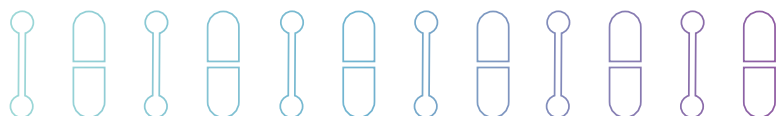
**2024**

Revenue cycle management program implemented



**SERVING 20,000+**

patients with medical care, leading in HIV care



# IMPROVING MEDICAL BILLING EFFICIENCY

In September 2024, the health center implemented Maxor's Revenue Cycle Management program to handle the complex billing process for long-acting injectable medications, which allow patients to receive a sustained drug release over weeks or months. The health center lacked the expertise to ensure these claims with complex rules were billed and reimbursed appropriately and in a timely manner to minimize unnecessary inventory costs.



## MAXOR'S REVENUE CYCLE MANAGEMENT TEAM PROVIDES EXPERTISE ON:



MEDICAL POLICY  
REQUIREMENTS



AUTHORIZATION  
REQUIREMENTS



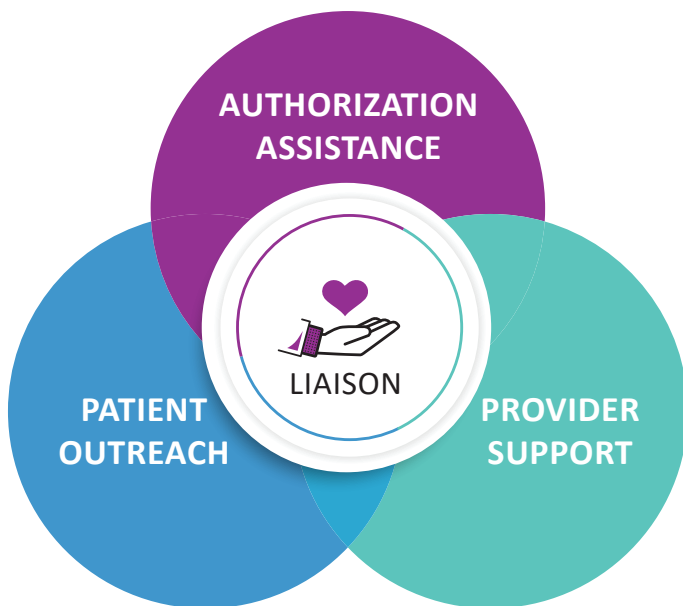
CLINICAL  
DOCUMENTATION  
REQUIREMENTS



PATIENT  
COST SHARE



HEALTH PLAN  
ALLOWABLES

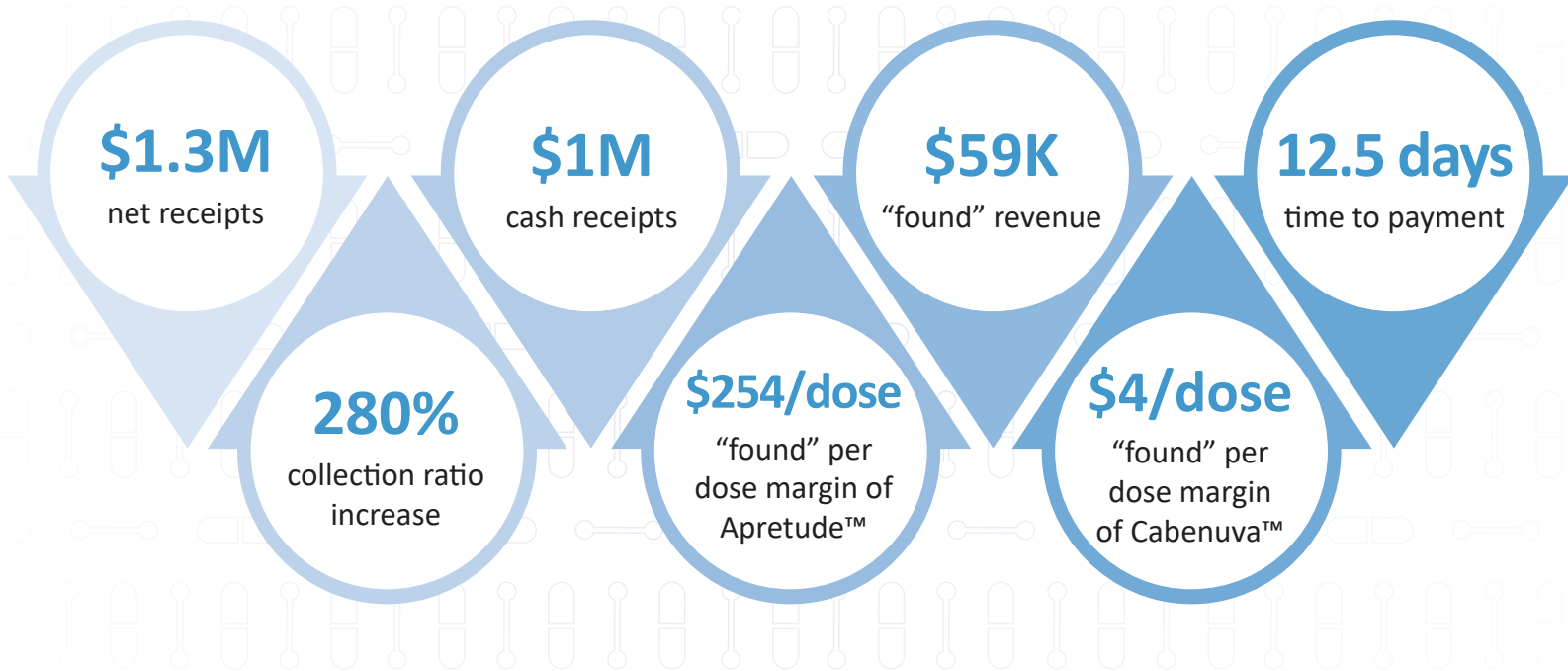


Working closely with the PAL and pharmacy team, the revenue cycle team provided education, coordination, and processes to help ensure the pharmacy was able to collect the appropriate reimbursement amount on each administration. With the support of the clinic's PALs in navigating the complex prior authorization process, doctors, advanced level practitioners could focus more attention and time on patient care

# REVENUE GROWTH SUCCESS

Six months into the program, Maxor has helped establish successful processes and provides full revenue cycle management for this health center.

## WHAT WE FOUND



## A THRIVING PARTNERSHIP

Our partnership with this client has added an estimated \$2 million in profit to their mission. This additional revenue allows them to continue to offer their long-acting injectable drug program as well as expand services to uninsured and underinsured patients in the community.



*"The patient care we provide with Maxor as our pharmacy partner is better than the care we were providing previously. The financial stability and revenue the pharmacy generates is incredibly important for being able to provide all the services we do."*

**– Chief Health Officer**