

University of Missouri Health Care
REQUEST FOR INFORMATION # 6036
RETAIL PHARMACY SOFTWARE SOLUTION
Dated: 15 AUGUST 2019
Due Date: 19 SEPTEMBER 2019 12:00 PM CST

Introduction

The Curators of the University of Missouri on behalf of MU Health is requesting information for a Retail Pharmacy Solution. The purpose of this RFI is to identify vendors and products capable of addressing the needs of MU Health.

Please complete this RFI and return it by 12 p.m. Central Time on 19 September 2019. Responses can be submit by mail to Attn: Kyla Rogers, RFI# 6036, University of Missouri Procurement, 2910 LeMone Industrial Blvd, Columbia MO 65201 or through email to rogersk@umsystem.edu.

Goals and Purpose -

MU Health, a Cerner Millennium integrated system, is seeking proposals from qualified suppliers to provide, install, implement, support and maintain a proven, state of the art retail pharmacy system that provides support for MUHC Retail Pharmacy. The selected solution must operate in a highly reliable, consistently progressive solution that is market proven and is the most responsive to the rapidly evolving health care information technology requirements. The system should provide the following:

- Allows customization to meet the Pharmacy locations needs.
- Dispensing solution
 - Receive prescriptions
 - Unlimited third party processor payer
 - Pre-Verification of data
 - Prescription Filling
- Allows integrated reporting
- Integration and support interfaces
- HIPAA Compliant

Acknowledgement

Please acknowledge receipt of this document by sending an electronic letter of receipt to Kyla Rogers, rogersk@umsystem.edu

Questionnaire

Company Experience and References

- 1) Provide a general overview of your company's experience in providing a retail pharmacy software solution in a health system setting. Specifically illustrate experiences similar in size and scope to the MU Health.
- 2) What do you consider your market differentiator(s) for your company's retail pharmacy software solution? i.e. what features/functions set your product apart from other retail pharmacy software solutions?
- 3) Provide a current list of health systems similar in size and scope to MU Health that are currently utilizing your retail pharmacy software solution.
- 4) Provide a minimum of four (4) references of your customers that have purchased products and services similar to that being proposed in the RFP. Include contact names, telephone numbers, and physical addresses.
- 5) Describe how your pharmacy solution will assist MU Health in lowering hospital readmission rates?

Features and Functionality

- 1) Point of Sale
 - a. It is desirable to obtain a Point of Sale (POS) solution. Describe your POS solution.
 - b. Explain your PCI DSS Certification level and date of expiration.
 - c. Illustrate the card holder data flow from POS to Merchant and back.
 - d. Does your software solution have the capability to store credit card numbers in patient profiles? If so, what security is in place to protect the integrity of that credit card data?
 - e. How does your solution manage OTC and front-end inventory?
 - f. What methodology is used for pricing prescription and OTC medications?
 - g. How are pseudoephedrine sales tracked and reported?
 - h. How is sales tax charged and collected on prescription and non-prescription items?
 - i. Provide a breakdown of the solutions preferred and supported hardware.
- 2) Clinical
 - a. What is the source of clinical content and pricing files for drugs?
 - b. Does your software solution print FDA-required MedGuides?
 - c. How are samples and compounds accounted for and checked for drug interactions?
 - d. How are immunizations documented and billed? (Medicare and other third party payers)
 - e. How are medication therapy interventions managed and documented?

- f. What options are available for managing specialty medications and specialty disease states?

3) Workflow

- a. Explain options for bottle labels, medication leaflets and other report formats.
- b. Can your software solution search for Medicare Part D and private insurance eligibility information?
- c. Does your solution allow users at one pharmacy to assist in the workflow of other pharmacy locations within our chain?
- d. Describe basic prescription workflow through your solution? Does your solution allow pharmacists to verify the accuracy of prescriptions at two points in workflow (after data entry and after product is filled/labeled)?
- e. Describe the user security levels available and the associated security level options for each group. Provide examples for professional, technical and volunteer team members.
- f. Does your solution provide central fill as an option? Describe your solutions fill options.
- g. Do you require the use of a specific switch company for claims adjudication? Does your relationship with these vendors allow for discounted switch fees?

4) Inventory

- a. How are formulary items managed and indicated?
- b. What is the connection/interface with a wholesaler? Does the system have the capability to accept a combined 832 drug file?

Integrations & IT

- 1) Does your product interface with ShowMeVax, the State of Missouri's online immunization database? If so, can you provide the name of clients currently utilizing this interface?
- 2) Does your product interface with St. Louis County Prescription Drug Monitoring Program (supported through the Apriss platform)? Explain functionality for transmitting controlled substance dispensation and dispensation reversals. Can you provide the name of clients currently utilizing this interface?
- 3) Explain the integration with NPLEX/APRISS for tracking pseudoephedrine sales.
- 4) We currently contract with Advance Innovative Solutions (AIS) for inbound pharmacy IVR services and outbound patient notifications. Are any clients who utilize your retail pharmacy software contracted with AIS, specifically the Dial-a-Script and RxCall services? If so, please provide a list of these clients. Additionally, provide a description of the interface between your software solution and the AIS platform, including how often your software will send out notifications to AIS to generate outbound notifications.

- 5) MU Health uses Cerner's Electronic Medical Record platform. Is your solution capable of interfacing with this platform? If so, describe integration successfully employed by other clients.
- 6) Describe your software solution's Script Pro integration or certification? If so, can you provide the name of clients currently utilizing this interface?
- 7) For what period of time does your pharmacy software solution retain third party prescription claim transmission details? What level of claim detail is available to users?
- 8) Describe any tools that are available within your software solution to assist pharmacies in efficiently managing drug inventory.
- 9) What are the mechanisms for compliance with track and trace?
- 10) Provide a list of all interfaces including mobile devices and browsers that interact with your solution. Do you have a preferred vendor for this service?
- 11) Our current solution allows patients to enter refill requests online through our pharmacy website. Describe interface capabilities between your pharmacy solution and our current website (supported by FlashRx). Do you offer and support your own pharmacy website service as an alternative?
- 12) Does your solution offer an active directory integration for personnel?

Insurance and Payments

- 1) What reconciliation options are there for third party payer EOB?
- 2) What options for Accounts Receivable (patient pay later amounts) are available?
- 3) How are medical claims billed through the retail pharmacy software system?

Implementation and Training

- 1) Describe and provide an example implementation timeline with milestones, project plan and estimated deliverables.
- 2) Provide an example list of product support and resources that is offered during implementation for the solution that is similar in size and scope as MU Health.
- 3) Describe training and deployment assistance during implementation.
- 4) What is the average amount time a user needs to spend training to become proficient in the system?

Data and Reporting

- 1) Provide a list and brief description of reports that can be run out of your pharmacy software solution.
- 2) Does your system provide the ability to dynamically search all data, create, and modify custom reports? If so, explain the process. Can report templates be saved?
- 3) Does your system interface with third party reporting applications and/or reporting tools (e.g. Excel, data dumps, etc.)? If so, please describe.

- 4) Can data and reports be printed and/or exported in multiple formats (PDF, MS Excel, Word, etc.)? If so, please explain.
- 5) Describe how a report can be generated for user access, security rights and for other auditing purposes.
- 6) Explain options for backing up legacy system data.
- 7) What databases are used for custom report writing and aggregation?
- 8) Describe what tools are offered to monitor and assist pharmacy staff in improving patient adherence?

Support

- 1) Describe your solution's self-help resources for troubleshooting within the application.
- 2) Provide standard support and maintenance agreement options and example terms of each.
- 3) Provide your solution's standard service level agreement.
- 4) Is there a support team available to assist users in troubleshooting problems with the solution? Describe the process clients go through to log support tickets and summarize the ticket resolution process.
- 5) What are the support hours, methods of support (phone, email, live chat, portal for FAQ, on-site), levels of support, escalation procedure and issue priority determination? Where are your support facilities located?
- 6) Describe or include your product's foreseeable enhancement roadmap.
- 7) How often is your software solution updated? Describe the update process. How do clients provides feedback for updates and how is that feedback incorporated in future updates?
 - a. Please list dates and code release notes for releases for the prior two years
- 8) What resources are dedicated to our account post go-live?
- 9) How is data stored, protected and housed (remote or local hosting)?
- 10) Are there on demand resources to provide ongoing training such as videos, quick reference guides, manuals, on-line courses, on-site courses? If so, please describe.
- 11) Is there the possibility of becoming a testing partner for your pharmacy solution?
- 12) Does your solution support remote sessions for support with the ability to remote into the solution?

Pricing

- 1) Please provide pricing detail for each of the following items:
 - a. Total Year 1 estimated cost \$ _____
 Breakdown below
 - i. Software Application \$ _____
 - ii. Hardware/POS System (breakdown) \$ _____
 - iii. Implementation \$ _____

- iv. Training \$ _____
- v. Maintenance & Support(bulk hourly rate) \$ _____
- vi. Travel cost if applicable \$ _____
- vii. Switch fee (One Time operational) \$ _____
- viii. Switch fee (Estimated outsourced fee) \$ _____
- ix. Any additional cost not listed \$ _____

- b. Maintenance & Support Year 2 \$ _____
- c. Maintenance & Support Year 3 \$ _____
- d. Maintenance & Support Year 4 \$ _____
- e. Maintenance & Support Year 5 \$ _____

Questions and Contact Information

If you have questions about this RFI please contact Kyla Rogers, rogersk@umsystem.edu