

Innovative solutions for greater cost control, improved outcomes, and increased hospice provider satisfaction



## An Experienced PBM for Hospice

With rising drug costs, higher prescription claim volumes, and changing reimbursement dynamics, hospice plans struggle to find ways to manage costs. EHO offers effective, flexible solutions at competitive pricing without sacrificing services. The team at EHO strives to build a relationship with each client by promising to be transparent on pricing, provide one-on-one evaluation of your benefit plan design, and develop tools to monitor and support members. The partnership grows after onboarding. Throughout the benefit management process, EHO performs continuous review of the client's plan for cost-saving opportunities.



## Proprietary Technology to Enhance Hospice Operations

### ROBUST, CLOUD-BASED CLAIMS PROCESSING PLATFORM:

EHO utilizes its internal PBM360™ claims processing platform to adjudicate pharmacy claims on behalf of its clients.

- Automated claims adjudication
- Detailed reporting dashboard
- Access to individual patient prescription history and current transaction data
- Real-time authorizations

### FLEXIBLE, AGILE BENEFIT DESIGN CUSTOMIZATION:

At EHO, all benefit programs are customized to fit the client's needs. All administrative, claims processing, and technical solutions are performed in-house.

- Charge control settings
- Diagnosis-specific formulary
- One-click email alert setup
- Custom reports and features developed for individual hospice needs

#### Control MARs

Patient-specific MAR  
Formulary exception rules  
Auto-populate Comfort Kits by diagnosis



#### Software Integration

API to Hospice Medication Management System  
Custom integration of new software companies



#### Conditions of Participation

Batch reporting for IDT meetings  
On demand Pharmacists to complete reviews



#### Convenience

Medispan drug list printouts for patients and caregivers  
Add patients real time



## Rx Benefits Evolve – Our Technology Adapts

EHO understands that every hospice has specific needs when it comes to serving the patient's health requirements and meeting the group's financial goals.



### EXCEPTIONAL CUSTOMER SERVICE:

By taking the time to get to know clients and their benefit design, EHO provides ongoing, unparalleled support to address questions or concerns.

- 24/7 live help desk
- Dedicated team of Account Management Representatives and Pharmacists



### NATIONAL PHARMACY NETWORK:

EHO has its own, contracted national pharmacy network including major pharmacy chains, such as CVS and Walgreens.

- More than 65,000 pharmacy chains and independent pharmacies
- Mail order and specialty pharmacy agnostic

#### New Patients

After hours onboarding



#### Call Center Staffing

US-based EHO employees



#### New Pharmacies

Added per client request



#### ePrescribing

Available



EHO partners with a hospice nonprofit organization to provide end-of-life dreams to patients



Through DreamCatchers, EHO has the opportunity to become more involved in the hospice community by establishing DreamCatchers chapters for its clients. The chapters are sustained by fundraising activities and staffed by enthusiastic youth volunteers. Contact us for details.



FOR MORE INFORMATION  
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EHO combines technology with exceptional customer support to manage patient/member Rx benefit programs while providing innovative solutions to control plan costs.