



FACT SHEET

WHO WE ARE

Headquartered in Renton, Wash. (near Seattle), Genoa Healthcare is the largest provider of pharmacy, telepsychiatry, and medication management services for individuals with behavioral health and other complex, chronic health conditions.

MISSION

Genoa's mission is to deliver outstanding value to consumers and partners by improving the quality of life for individuals living with behavioral health and other complex health issues through a higher level of pharmacy and telepsychiatry services.

OUR WORK

I. Full-Service Pharmacies

- Genoa Healthcare is the fifth-largest drug chain in America. We fill approximately 15 million prescriptions for more than 650,000 consumers in over 435 full-service pharmacies.
- Our pharmacies are located in community mental health centers, which serve individuals living with serious and persistent mental illness or addiction. Most of our consumers are covered by Medicaid or Medicare. They often struggle to hold down a job and maintain stable housing and reliable transportation. They need extra support to stay on complicated medication treatment plans.
- Our services are especially tailored for these challenges and are custom-designed for each individual. This includes:
 - Providing special packaging that makes it easier for consumers to take morning, afternoon, and evening medications;
 - Syncing prescription refills that align refill dates and simplifying refill pick-ups to coincide with clinic appointments;
 - Conducting proactive medication adherence outreach calls for prescription refills;
 - Offering delivery services and 24/7 on-call support; ○ Helping with insurance prior authorizations; and
 - Building and maintaining close and trusting relationships with physicians, caregivers and consumers.
- Peer-reviewed research shows that Genoa:
 - Achieves a more than 90 percent medication adherence rate;
 - Decreases emergency room visits by 18 percent;
 - Reduces hospitalizations by 40 percent; and
 - Achieves a savings of \$700 per person, per year in avoided care.

2. Telepsychiatry

- Genoa Healthcare Telepsychiatry is the largest outpatient telepsychiatry program in the nation, with programs in over 35 states.
- Our telepsychiatry services increase access to behavioral health care for underserved communities.
- Genoa Healthcare Telepsychiatry's community of over 2,000 psychiatrists and advanced practice registered nurses provides behavioral health care services to over 125,000 clients annually.
- We have exceptional client satisfaction, with a 4.9/5.0 client satisfaction score.

3. Medication Management Solutions

- Genoa Healthcare provides comprehensive medication management services to high-risk members of health plans living with complex health issues. Most have four or more chronic illnesses, take 10 or more medications each day, and often have more than \$50,000 in medical care costs annually.
- Our pharmacists build long-term relationships with patients by doing comprehensive medication reviews primarily by phone, though we have the ability to provide services using different methods of delivery.
- We also offer our software as a service. Our proprietary Nexus Pharmaceutical Care System is a pharmacist-oriented care management platform that guides providers to deliver the best care, documenting pharmaceutical care systematically and comprehensively. The Nexus platform offers clinical decision support to help promote operational efficiencies, while collecting data in a discrete way to provide enhanced reporting capabilities.
- We decrease total cost of care with a return on investment ranging from 3:1 to as high as 5:1, depending on program design. We improve quality outcomes, (Star Ratings like comprehensive medication reviews completion rates and adherence). We improve quality of life with member satisfaction rates of 96 percent.