



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 is the fifth largest drug chain in America. We fill approximately 15 million prescriptions for more than 800,000 consumers in more than 450 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 Telepsychiatry is the nation's largest provider of outpatient telepsychiatry services. Our focus on the underserved and Medicaid populations helps us build sustainable telepsychiatry programs for community mental health, primary care, military, and community hospital settings around the country.
- Genoa Telepsychiatry is the best place for leading behavioral providers to work. Our team of 250 psychiatrists and nurse practitioners provides high quality psychiatric services across 35 states through approximately 125,000 patient encounters every year.
- Eighty-three percent of our telepsychiatry patients return for follow up visits.
- With more than 80 million Americans who live in an area without enough psychiatrist, Genoa Telepsychiatry provides high quality care, improves access, and reduces wait times.

3. Medication Management Solutions

- Genoa Medication Management Solutions provides comprehensive medication management services to members of health plans with complex health issues. Most have four or more chronic illnesses, take more than 10 medications each day, and have more than \$50,000 in medical care costs annually.
- Our pharmacists conduct comprehensive medication management reviews by phone.
- We also offer our software as a service. The Nexus™ System is a pharmacist-oriented care management platform that guides providers to deliver best practice care while it documents pharmaceutical care systematically and comprehensively.
- Results to health plans include 5-star medication therapy management, 4-star adherence, 96 percent customer satisfaction, and 3:1 to as high as 5:1 return on investment, depending on program design.