



VA Walgreens Collaboration

Harry Leider, Chief Medical Officer
Jim Wood, Vice President – Federal
December 15, 2015



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Walgreens
AT THE CORNER OF **HAPPY & HEALTHY**®

Overview

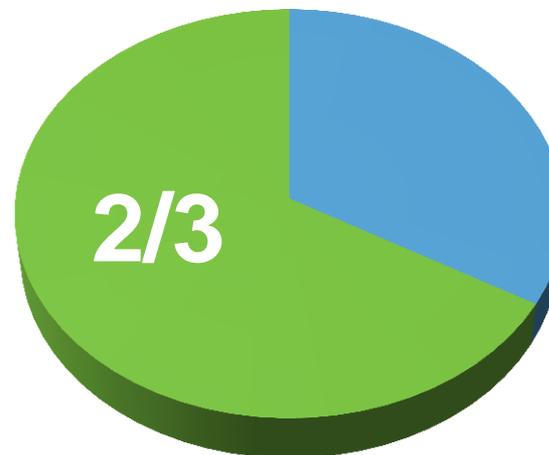
- Walgreens Background
- VA / Walgreens Relationship
- VA Immunization Program
 - IT Architecture
 - Lessons Learned
- Future Plan



Leveraging our comprehensive retail footprint to deliver care to VA enrolled patients

- Over 8,000 stores and points of care
- Nearly 8 million flu shots administered last season
- 27,000+ certified pharmacists and 37,000+ certified technicians
- Holds nearly 20 percent of U.S. retail prescription market
- 10 million retail and digital customers per day
- 85 million active Balance[®] Rewards members
- 75 percent of African-Americans and 78 percent of Hispanics live within 3 miles of a Walgreens

People in the U.S. living within 3 miles of a Walgreens



VA / Walgreens Relationship

- This project has been a true collaborative effort between VA and Walgreens to improve VA enrolled patient access to immunizations
- We have working teams in the following areas:
 - IT – VLER Health
 - Marketing
 - Contracting



VA Retail Immunization Care Coordination Program

Flu Shots for Veterans

More Options, More Access, Seamless Records



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VA Retail Immunization Care Coordination Program

To find your closest Walgreens location, go to Walgreens.com/findastore. To learn more, go to www.publichealth.va.gov/vaccines.asp.

- ✓ **Established strategic collaboration between two large organizations with national footprints**
- ✓ **Improved care coordination for ~ 9.0 million VA- enrolled patients to help them get, stay and live well**
- ✓ **Integrated immunization records through clinical interoperability using industry standard protocols**
- ✓ **Improved VA patient access to “No Cost” flu shots and other CDC recommended vaccinations**
- ✓ **1200+ VA location and 8,200+ Walgreens locations nationwide**
- ✓ **Created VA-only, call center customer service line for enrolled veterans**

“VA is proud to partner with Walgreens to provide needed vaccines to our veterans.”

- Robert A. McDonald, VA Secretary



U.S. Department
of Veterans Affairs



VA Retail Immunization Care Coordination Program - Evolution

2013

Regional Pilot

- Flu immunization for State of Florida Only
- VA enrolled patients with OHI in **VISN 8**

Marketing

- In-store Signage available to print on-Demand
- **VISN 8** sent correspondence to pilot eligible patients

Billing

- Manual reconciliation

Data Sharing

- Data sharing through Sequoia Project (**2010** Version)



2014

National Pilot

- **8,200+** Walgreens Pharmacies
- All flu and other CDC recommended vaccinations
- Walgreens provided limited reader board messaging
- VA created and supplied marketing materials to VSOs and VA Facilities

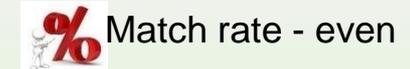
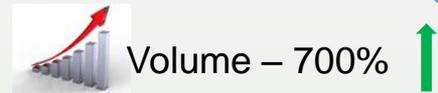
Marketing

Billing

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2015

National Rollout

- Flu and other CDC recommended vaccinations

Marketing

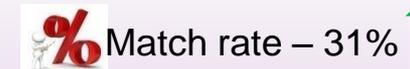
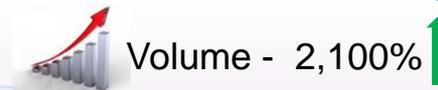
- Extensive VA and Walgreens marketing materials created
- VA initiated awareness program
- Walgreens initiated campaign with VSOs

Billing

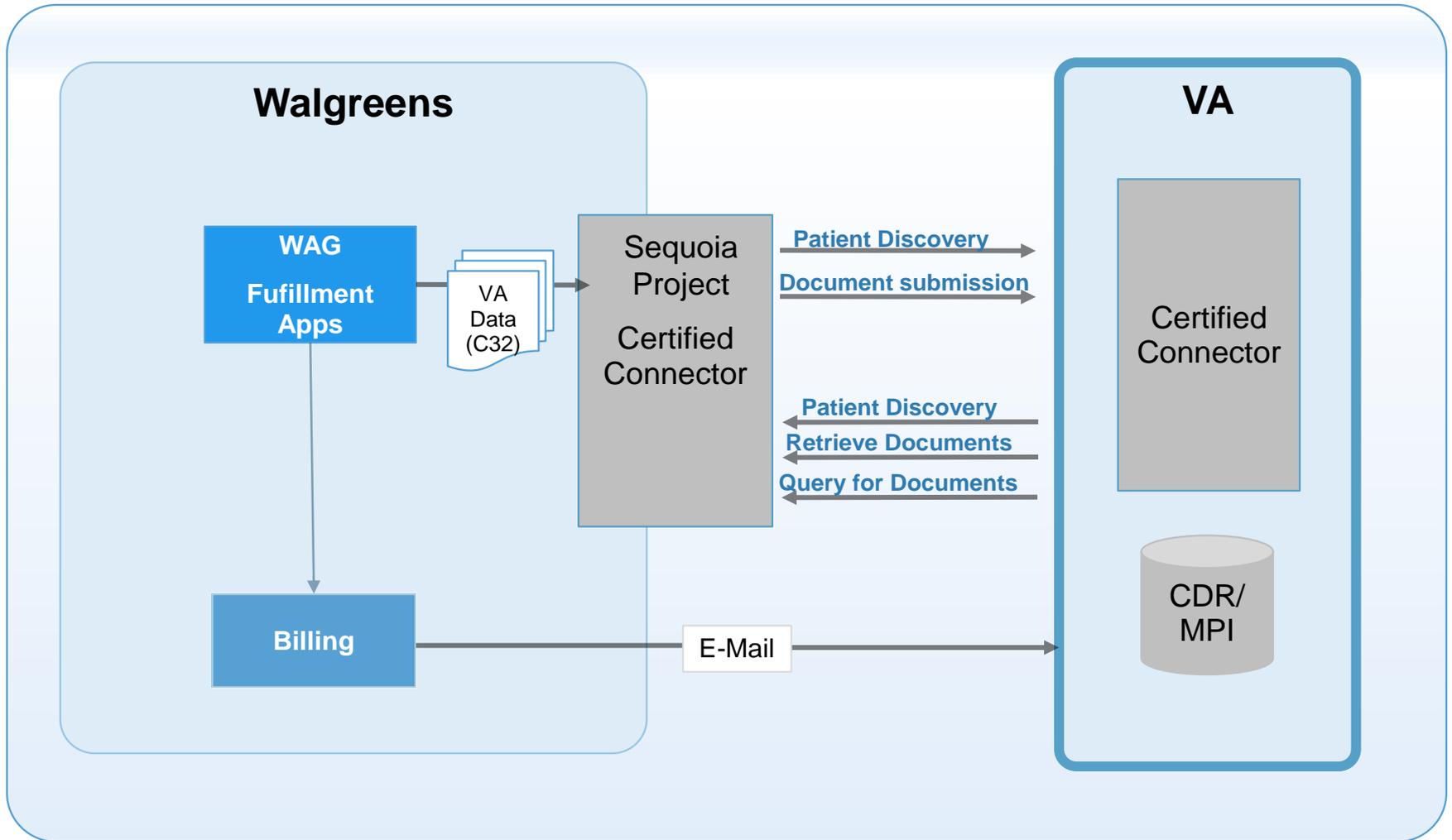
- Manual reconciliation with improved demographic information

Data Sharing

- Data sharing through Sequoia Project (**2011** Version)



VA / Walgreens Architecture



Successes

Improved patient access to immunization services nationwide, VA patients participating in the 2014 program travelled less than 6 miles.

Immunization encounter is visible through Blue Button Program

Update patient's clinical reminder for Flu Shots, reducing provider workload

Key Success

Continued improvement of patient match rate

Immunization visit summaries successfully submitted to all instances of VISTA



Lessons Learned



● — ○ Patient Identification / Eligibility

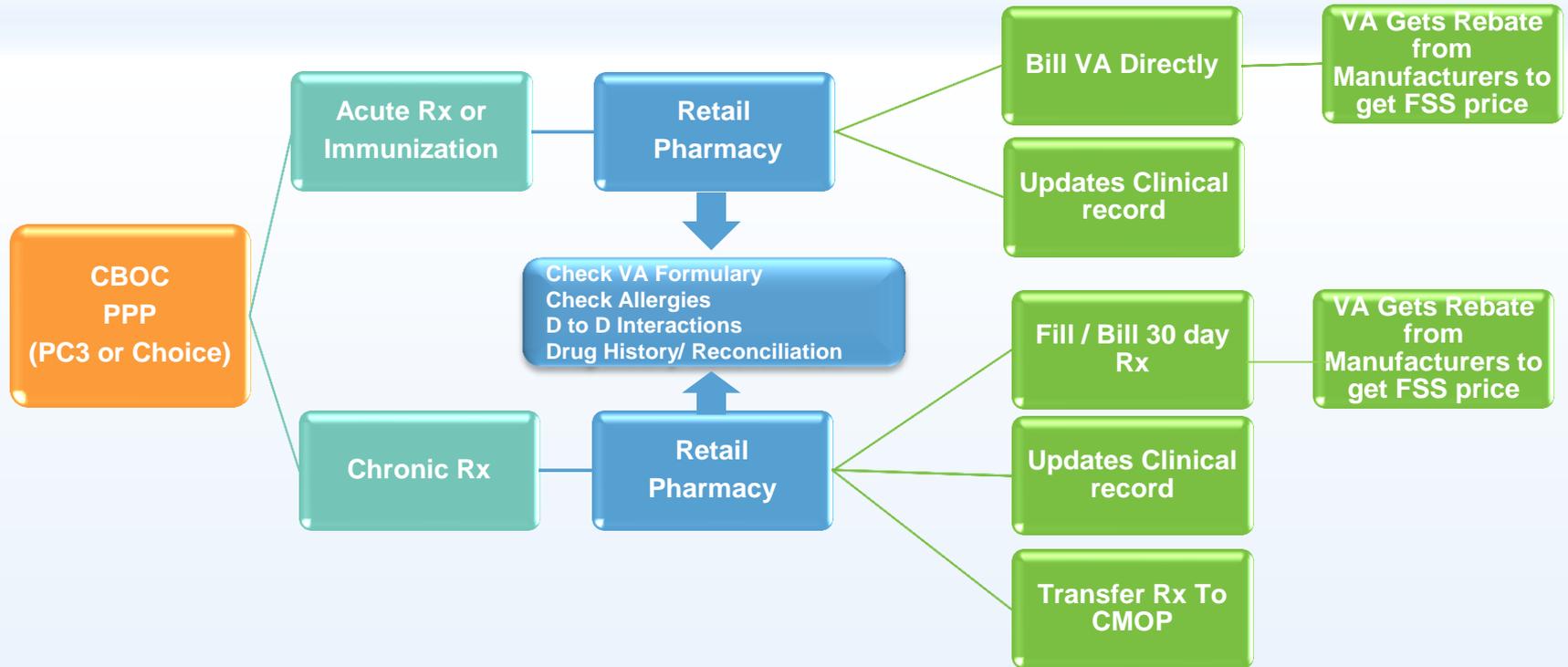
● — ○ Interoperability

● — ○ Reimbursement

● — ○ Training / Marketing / Contracting



Future Interoperability Plan



- Currently PC3 or Choice patient pays full cash price for Rx and waits to be reimbursed, approximately 6-8 weeks
- Reduce paperwork / manpower / costs
- Improves patient access and care
- Reduces the likelihood of patient NOT filling Rx



Thank You